



## General terms of use for DJH youth hostels and youth guest houses in Westfalen-Lippe

### General

DJH youth hostels and youth guest houses (called YHs in the following) are establishments of the regional associations of the German Youth Hostel Association (DJH) or establishments of other organisations associated with the DJH. You must be a member of the DJH or of another association of the International Youth Hostel Federation (IYHF) to stay in a YH. You can also join and become a member at a youth hostel itself. Youth hostels are primarily intended for young people and families. Children and youth groups must be accompanied by at least one person responsible for their supervision.

### 1. Booking

- 1.1 Guests can book their stay in person, by telephone, by fax, by e-mail or online.
- 1.2 Booking inquiries must include the following information: name, address, date of arrival and departure, number of people as well as their sex, date of birth, membership number (if available), age of children staying in a family and catering requirements.
- 1.3 Bookings are binding for both parties as soon as a written or oral promise is given or a written reservation contract is made.
- 1.4 A written reservation contract is made with families, groups and guests staying for longer periods of time.
- 1.5 Guests who arrive without having made a previous booking will only be accommodated if room is still available.

### 2. Payment

You must pay for your stay at the youth hostel at the time you arrive at the latest. Guests may be asked to pay a deposit. More details are set down in the reservation contract.

### 3. Cancellations

- 3.1 Guests who do not have a written reservation contract may cancel their booking by telephone. Cancellations must be received by the youth hostel before 6 pm on the day prior to your planned arrival date.
- 3.2 Guests who have a written reservation contract are required to cancel in writing. Unless otherwise agreed in the reservation contract, cancellations must be received at least eight weeks prior to the planned arrival date. Changes in guest numbers must also be notified in writing at least eight weeks prior to the planned arrival date.
- 3.3 Bookings which are made within eight weeks prior to the arrival date and subsequent cancellations are subject to the "cancellation charge" rules stated in the next section.
- 3.4 Up to four weeks prior to the arrival date youth hostels are entitled to cancel guests' booking or written reservation contract if the promised or agreed services are not available. In such cases, youth hostels must immediately inform guests who have made bookings of such lack of availability and must refund any deposits already made. Affected guests will be given support searching for replacement accommodation.

### 4. Cancellation charges

- 4.1 If notice periods are not met or guests do not show, the youth hostel will charge cancellation fees per person and day: 90% for accommodation with breakfast, 70% for half board and 60% for full board.
- 4.2 A group booking (10+ people) can decrease in guest numbers by up to 10% before arrival without incurring a cancellation fee (see 4.1). Any additional decreases in group numbers will result in application of the cancellation fees stipulated in 4.1. Cancellation fees will be calculated on a per person per service basis for the total number of booked guest numbers.
- 4.3 Cancellation fees are not made if the agreed services are used by other guests.





## 5. Membership

You can only stay at a YH if you present your membership card.

## 6. Individual membership

- 6.1 A membership card can be purchased by anyone who is permanently resident in the Federal Republic of Germany from any DJH card issuing centre (including youth hostels and the offices of the DJH regional associations).
- 6.2 Individual guests aged up to 26 are eligible for junior cards. Individual guests aged 26 and older and families are eligible for the "Family/27 Plus" (FAM/27 Plus) membership card. People living in other forms of consensual union (e.g. registered partnerships) are treated in the same way as families if they live in a shared home. A separate membership card may be issued for each member of a family.
- 6.3 Family membership cards (FAM/27 Plus) entitle adult card holders to bring their own and other minor children.
- 6.4 Guests from outside Germany who are not members of an association affiliated to the IYHF can acquire the "International Guest Card" (Welcome Stamps).

## 7. Organisational membership

- 7.1 Schools, youth groups, clubs, associations, companies, institutions and other formally constituted groups can obtain group membership with group membership cards. Membership is subject to the statute rules of the National DJH Association and the DJH Regional Associations.
- 7.2 A group membership card entitles group leaders to stay overnight in a youth hostel with a group. Group membership cards do not substitute for individual membership. Group membership is not transferable to other institutions or persons.
- 7.3 A group consists of at least four guests including the leader. Group leaders must be over 16 years old.
- 7.4 Group membership cards are not issued to travel agencies or other businesses which make travel arrangements on a commercial basis. Travelling groups require their own membership even if they book services through an agent.

## 8. Prices

Unless otherwise agreed in the reservation contract, prices are based on each Regional Association's or youth hostel's current price list at the time a booking inquiry is received. Price lists are available from the DJH Regional Associations, youth hostels and on the Internet.

## 9. Liability

- 9.1 Legal action will be taken against guests who cause damage to buildings or equipment (including those with parental authority and organisers).
- 9.2 Liability for loss, theft or damage to valuables will only be accepted if such items have been given to the youth hostel management or a representative of the same explicitly for safekeeping unless such loss or damage is brought about by wilful intent or gross negligence on the part of the DJH, its managing bodies or agents. Statutory provisions apply here likewise.
- 9.3 No liability is accepted for damage to motor vehicles (including the content thereof) and bicycles parked on the youth hostel grounds unless such damage is brought about by wilful intent or gross negligence by the DJH, its managing bodies or agents.

Date: January 2012