



The London Eye Hostel

Terms and Conditions 2015/2016

General:

- All bookings are subject to availability and we reserve the right to decline any booking at our discretion.
- Customers under the age of 16 must be accompanied by an Adult.
- The recommended age to stay at our hostels is between 16-60 years.
- All our hostels have 'bunk beds' which might not be convenient for physically challenged and older customers.
- For health and safety reasons, 'all guests' are required to show a current Government Issued form of Photographic Identity at check-in.
- These include passports, drivers' licences and EU Identity Cards.
- These do not include Industry ID cards, company security cards, travel cards or Student ID cards, sorry.
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Bookings:

If you change your booking:

- Changes requested within 48 hours of the date of arrival will be treated as cancellations (see "Cancellations" below).
- Changes to a confirmed reservation (e.g. changes in dates of stay or changes in numbers of people and nights booked) are subject to availability of a suitable alternative and are subject to any additional costs incurred in making the changes to accommodate your request.
- If you prepone or postpone an entire booking you would be expected to pay

the difference in the rates/tariff based on the date the booking is moved to.

- We will inform you of the amount of any additional costs when you request any changes and shall agree such costs with you before any such changes are confirmed.
- For any decrease in the number of nights and/or people in a confirmed booking, an admin charge equal to 10% of the charges for the number of nights and/or people being reduced will be charged.
- All changes will be subject to the availability of a suitable alternative.

Fees and Payments:

- Lockers are available and cost £1.00 per night to rent.
- We accept all cash payments in Great British Pounds (GBP) only.
- Credit/Debit Card Payments
- If payment is made using a Credit card there is an additional charge of 5% to each transaction amount.
- The person who made the original booking using their Credit / Debit Card should be present at the time of check-in with the same Credit / Debit Card.

Cancellations:

- To cancel a Booking you should notify us in writing, it must be in the form of an email.
- We require a full 48 Hours' notice to cancel a Booking. The 48 hours are counted backwards from the check-in time (14:00 HRS) on the date of arrival, not the time of arrival you stated when making the booking.
- If you send your cancellation within 24 Hours of arrival date, you will be charged the full amount for the first night of your stay.

Check-In and Check-out

- Rooms/Dorms are available from 14:00HRS on the day of arrival; however if you arrive earlier you are welcome to drop off any luggage in the morning at the hostel.
- Check out time is before 10:00 AM on the day of departure.



On a residential street in Lambeth, this budget hostel is an 8-minute walk from Lambeth North Tube Station and close to all London has to offer

Address: 73 Lambeth Walk, London SE11 6DX
Phone: 020 7582 3088