

KEYSTONE HOUSE LTD. trading as Keystone House Hostel whose registered office is at 272--276 Pentonville Road N1 9JY- Registered Number OC338731 ('we' or 'us').

1. General

1.1 In these terms and conditions "beds", "night stays" or "booking(s)", means the accommodation in KEYSTONE HOUSE LTD. "Keystone House Hostel" located at 272-276 Pentonville Road, London N19JY;

"Customer" means any customer who makes or is making a booking with KEYSTONE LTD. "Keystone House" Hostel;

"Group" means a group of 5 or more people staying at "Keystone House"

"Escape to" means the rental of the entire Hostel by one Group;

"Writing" means letter, fax or email;

"Keystone House Hostel" means KEYSTONE HOUSE LTD ;

"you" means the customer submitting a booking;

"Youth Hostel" means a hostel run by KEYSTONE HOUSE LTD as 'Keystone House Hostel';

"Booking Agent" or "agency" means any third party, service, website or provider appointed at the discretion of Keystone House Hostel to make bookings and reservations on behalf of Keystone House Hostel

1.2 The contract for the supply by us of accommodation and (where applicable) other related services ("Contract") will be formed when we accept your order and we receive from you the appropriate deposit in cleared funds.

1.3 Your Contract cannot be amended unless confirmed by an authorised representative of KEYSTONE HOUSE HOSTEL and yourself.

1.4 These conditions and any matters referred to by us, form the entire understanding between you and us and supersede any prior promises, representations (unless fraudulent) or undertakings.

1.5 Any omission or error in any sales literature, web page or site, order form, quotation, price list, order acknowledgement, despatch note, invoice or other document issued by us may be corrected by us without liability. We will advise you of any changes at the time of booking or as soon as is reasonably possible thereafter.

1.6 The provisions of the Contracts (Rights of Third Parties) Act 1999 are expressly excluded from the Contract so that no third party may claim any rights under this contract.

2. Making a Booking

2.1 Bookings to stay at the Hostel may only be made online via approved booking agents.

2.2 All bookings made online are made subject to these terms and conditions and the person placing the booking warrants that he/she has the full authority to do so on behalf of all the persons they are making a booking for, and confirm that all such persons are aware of and accept these conditions.

2.3 Before your booking is confirmed and the Contract comes into force KEYSTONE HOUSE HOSTEL reserves the right to increase or decrease prices PROVIDED THAT we notify you in writing in good time prior to delivery of such price increases/decreases and you may cancel your order within 7 working days of this notice if you are unhappy with the price increases/decreases.

2.4 All bookings are subject to availability and KEYSTONE HOUSE HOSTEL reserves the right

to decline any booking at its discretion.

3. Payment

3.1 In order to secure your booking you must pay us the appropriate deposit. For non group bookings made via KEYSTONE HOUSE HOSTEL Website, Hostelworld or booking.com, a deposit is required. These are set out below:

3.1.1 We will take full remaining balance within 24 hours of your planned arrival time. You will receive a confirmation email once this has been processed. If for any reason we are unable to collect the full amount, you will need to provide an alternative credit or debit card upon arrival.

3.1.2 for Group bookings (including multi hostel bookings) a deposit of 25% of the full cost of the booking is required 3 months prior to your arrival date. The balance must be paid 4 weeks before your arrival date via BACS transfer;

3.2 Payments shall be made in such format as we may agree with you when you place an order.

3.3 If any payment under these terms and conditions is overdue, then without prejudice to our other rights and remedies we may cancel your booking; and/or we may suspend the supply and/or deliveries of any other services being provided to you by KEYSTONE HOUSE HOSTEL.

3.4 Deposits payable under clause 3.1 are non-refundable in the circumstances set out in clause 7.

3.5 Should Keystone House Ltd not be able to obtain payment we will endeavour to contact you to advise. If however we receive no updated credit card details, your booking will be cancelled. It is the customer's responsibility that we have on record a valid credit or debit card and no responsibility can be accepted whatsoever by Keystone House Ltd for bookings that are cancelled as a result of this policy. Whilst we will endeavour to make contact with customers should the payment method fail this cannot be considered a valid reason to expect the booking not to be cancelled by us under these these terms.

4. Group Bookings

Group leaders accompanying the Group are responsible for the discipline and behavior of their Group. Group leaders are responsible for all damage caused by their action or the actions of those in their group. If any Group is given sole use of a The Keystone House Hostel it shall not offer for sale to the general public or publicly advertise the sale of Hostel facilities or services without the prior written agreement of KEYSTONE HOUSE HOSTEL.

5. If you change your booking – non Group bookings

5.1 Changes requested from the date your booking is made will be treated as cancellations (see clause 7 below).

5.2 If you wish to change a confirmed reservation (e.g. changes in dates of visit or changes in numbers of people booked) such changes are subject to the availability of a suitable alternative and are subject to any additional costs incurred in making changes to accommodate your request.

5.3 We will inform you of the amount of any additional costs when you request your changes and shall agree such costs with you.

6. If you change a Group booking

6.1 Subject to availability, you may change a Group booking or date up to 3 months before your arrival date.

6.2 If, less than 3 months before your arrival date, you wish to change a Group booking such a change shall be treated as a cancellation and shall be subject to our standard cancellation

charges below (see clause 7 below).

6.3 A Group booking can decrease its numbers by up to 10% up to 28 days before arrival, without incurring cancellation fees. Thereafter any additional decreases in Group numbers will be subject to our standard cancellation charges. Changes are subject to availability.

6.4 All changes shall be subject to the availability of a suitable alternative.

7. If you cancel your booking

7.1 All cancellations are subject to a cancellation charge.

7.2 Cancellation charges for all Group/long stay bookings, where less than 56 days notice is given are set on the sliding scale below. (For non-group cancellation charges see clause 7.4). All cancellation charges are calculated from the day written notification is received by KEYSTONE HOUSE HOSTEL. These charges are based on how many days before the date of the first night of your stay we receive your cancellation notice. These charges are based on the total cost of your stay.

No. of days	Amount you must pay
More than 56 days	Any deposit received
55 – 28 days	50% of the total cost of your stay
27 – 15 days	70% of the total cost of your stay
14 days or less	The total cost of your stay

7.3 Group Bookings for the entire Hostel availability will be negotiated on independent terms which will be confirmed in writing. Where no such writing exists between “Keystone House Hostel” and the “customer” the terms as identified in 7.2 shall prevail.

7.4 Cancellation charges for non-Group bookings are based on how many hours before the first night of your stay we receive your cancellation notice. The first night of your stay is defined as starting at 5pm. Cancellation charges are based on the total cost of your stay and are applied using the sliding scale detailed below.

Notice given	Amount you must pay
15 days or more	No Refund on initial booking deposit
2-14 days	70% of the full Booking cost
Less than 48Hrs or No-Show	Full Booking Cost

7.5 Promotional offers applies throughout the offer period to one night or more stays at any participating KEYSTONE HOUSE HOSTEL (England & Wales) LTD all reservations are paid prior to arrival. Promotional offers and any other additional products or services included in this offer are non-cancellable, no amendments, refunds can be made and offers are non-transferable. Offers are available at selected locations only and are subject to availability. Advertised rates are inclusive of VAT. This does not affect your rights should KEYSTONE HOUSE HOSTEL cancel your booking wherein the clause set out in clause 8 applies.

8. If we change your booking

In the unlikely event it becomes necessary to change your booking, in total or in part, KEYSTONE HOUSE HOSTEL will inform you as soon as is reasonably possible of any necessary changes. You shall have the choice of: accepting the changed arrangements; or purchasing another booking from KEYSTONE HOUSE HOSTEL (and paying or receiving a refund in respect of any differences); or cancelling your booking and receiving a full refund of all payments made. Please note; original deposits paid through third party agents (E.G Hostelworld) are to be refunded through said agent directly.

9. Delay or Failure to Perform

We shall not be liable to you if we are prevented or delayed in the performing of any of our obligations to you if this is due to any cause beyond our reasonable control including (without limitation): an act of God, explosion, flood, fire or accident; war or civil disturbance; strike, industrial action or stoppages of work; any form of government intervention; a third party act or omission; failure by you to give us a correct delivery address or notify us of any change of address.

10. Our liability to you

10.1 KEYSTONE HOUSE HOSTEL shall ensure that the accommodation and /or other services you order from us are in accordance with these terms and conditions and shall be performed by us with reasonable skill and care.

10.2 Where an element of your booking is not provided as stated in clause 10.1 you must notify us within 28 days of the alleged breach. We shall then investigate the matter and reserve the right to offer a full refund as a maximum compensation which shall be considered full and final of the cost of your order (or, where appropriate, the relevant section of it) less any fees charged for changes requested by you; or a free stay to the equivalent value of the services complained of, where such dates are agreed in writing by us.

10.3 We will not be liable to you by way of representation (unless fraudulent), common law duty or under any express or implied term of the contract for: any losses which are not foreseeable by both you and us when the Contract is formed arising in connection with the supply of the services or their use by you; any losses which are not caused by any breach by us; business or trade losses.

10.4 Our entire liability in connection with the Contract will not exceed the purchase price of the services booked less any amendment charges paid to us.

10.5 Except in relation to death or personal injury caused by our negligence KEYSTONE HOUSE HOSTEL's liability remains, at all times, limited to the value of the services booked, excluding any amendment charges paid to us.

11. Behaviour

If your behaviour is deemed to be unacceptable or causes damage your booking may be terminated and you may be asked to leave KEYSTONE HOUSE HOSTEL premises. Any access key fob or key will be retained pending further enquiry. No whole or part refunds will be made under these circumstances.

11.1 Damage caused to property of KEYSTONE HOUSE HOSTEL's furniture or fittings during your stay will result in a penalty of up to £250 and the lead guest for the booking will be liable. This is non-refundable.

11.2 Guests are required to leave accommodation in a satisfactory manner on check out , guests who cause damage to the room or property which exceeds general use i.e Smoking in the room or any area other than the designated area, Vomiting or incontinence other than in the public bathrooms will incur a cleaning charge of £75.00. This is non-refundable.

11.3 If the key/fob provided isn't returned, a fare of £12 will be charged.

11.4 Check out is at 10AM - if you decide to check out later than 10, a £5 charge will be added up until 12PM. Further than 12PM will result in payment for an extra night.

12. Governing Law and Jurisdiction

The contract is subject to English law and the exclusive jurisdiction of the English Courts.

13. Your Information

We shall only store and use the information you supply to us for the purposes of carrying out our contract with you and/or for our legitimate business interests and to meet our legal and regulatory

In the event that you're required to leave Keystone House Hostel by our request due to what we consider to be unacceptable behaviour you will not now or at any future period be able to stay at KEYSTONE HOUSE HOSTEL (on the grounds of unacceptable behaviour).

PRIVACY NOTICE

Keystone House Ltd

1. Scope

All data subjects whose personal data is collected, in line with the requirements of the GDPR.

2. Responsibilities

- 2.1. The Data Protection Officer is responsible for ensuring that this notice is made available to data subjects prior to Keystone House Ltd. collecting/processing their personal data.
- 2.2. All Employees/Staff of Keystone House Ltd. who interact with data subjects are responsible for ensuring that this notice is drawn to the data subject's attention and their consent to the processing of their data is secured.

3. Privacy notice

3.1 About Us

Keystone House Ltd provides accommodation for customers who agree to the stated Terms and Conditions. Our bookings are usually made online, via third party booking agents and online service providers, selected by Keystone House Ltd as it sees fit. These booking agents/providers will normally be the source of the personal data we subsequently process.

Our Data Protection Officer and data protection representatives can be contacted directly here: dpo@keystone-group.net

The personal data we collect and process is detailed below:

Personal data type:	Source (where Keystone Ltd. obtained the personal data from if it has not been collected directly from you, the data subject)	What the data is used for:
Full Name	Processed from Hostelworld, Booking.com, Myallocator. For group bookings: bookings email (bookings@thebrill.co.uk)	To perform our contract with you and complete a booking reservation.
Email address	Processed from Hostelworld, Booking.com, Myallocator. For group bookings: bookings	To perform our contract with you and complete a booking reservation.

	email (bookings@thebrill.co.uk)	
Nationality	Processed from Hostelworld, Booking.com, Myallocator. For group bookings: bookings email (bookings@thebrill.co.uk)	To perform our contract with you and complete a booking reservation.
Credit/Debit Card details	Processed from Hostelworld, Booking.com, Myallocator. For group bookings: payment is transferred via BACS.	To perform our contract with you and complete a booking reservation. To take payment for said reservation or additional terms (Please see Keystone terms and conditions).
Personal Identity information upon arrival. (Passport, Driver's license, National Identity Card).	Processed via TRUST ID.	To perform our contract with you and complete a booking reservation. For security purposes, to confirm identity.

3.2. Consent

By accepting this privacy notice and our terms and conditions you are giving us permission to process your personal data specifically for the purposes identified. Where we are asking you for sensitive personal data we will always tell you why and how the information will be used.

Keystone House Ltd always process your data under one of the following legal bases:

- To fulfil our contractual obligations with you
- In the legitimate interests of our business
- To meet our legal and regulatory obligations

We therefore do not process any sets of data based solely on you granting consent, as by agreeing to utilise our services you are agreeing to allow us to process your personal data in accordance with the above stated legal basis for processing your data.

You may withdraw consent or access your data at any time by requesting and completing a Data Subject Access Request Form.

Please note, as we often source your personal data from third party booking agents and online service providers you will also be subject to the data privacy policy of those parties and would need to contact them directly to access their data protection information.

3.3. Disclosure

Keystone Ltd. will not pass on your personal data to third parties without first obtaining your consent, unless the provision of that data is to meet our legal obligations with regulatory or law enforcement agencies. Keystone House Ltd

utilises TRUST ID for verifying identity documents so that we are able to complete our contract with you.

3.4. Retention period

Keystone House Ltd. will store your personal data for a maximum of 6 months after your last transaction with us. Where financial or other information has to be retained to meet our regulatory or financial obligations, information may be kept up to 7 years, but will be anonymised where appropriate.

Please note; we obtain some of our personal data from third party companies, if you would like to be informed of their retention period you would have to consult them directly.

3.5 Your rights as a data subject

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right to be subject to the legal effects of automated processing or profiling.
- Right to judicial review: in the event that Keystone House Ltd refuses your request under rights of access, we will provide you with a reason as to why. You have the right to complain as outlined in clause 3.6 below.

All of the above requests will be forwarded on should there be a third party involved (as stated in 3.4 above) in the processing of your personal data.

3.6. Complaints

In the event that you wish to make a complaint about how your personal data is being processed by Keystone House Ltd. you can contact Keystone's nominated Data Protection Officer at **dpo@keystone-group.net**

You also have the right to complain to the Information Commissioner's Office. It has enforcement powers and can investigate compliance with data protection law: ico.org.uk

4. Further information

Personal data

Under the EU's General Data Protection Regulation (GDPR) personal data is defined as:
"any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person".

How we use your information

This privacy notice tells you how we, Keystone House Ltd. will collect and use your personal data in order to initiate contract with yourself, to provide accommodation.

Why does Keystone House Ltd. need to collect and store personal data?

In order for us to provide you with accommodation, we need to collect personal data to initiate said contract and be able to provide our services. In any event, we are committed to ensuring that the information we collect and use is appropriate for this purpose, and does not constitute an invasion of your privacy.

Will Keystone House Ltd. share my personal data with anyone else?

We will not pass your personal data on to third-party service providers contracted to Keystone Ltd. in the course of dealing with you.
If we wish to pass your sensitive personal data onto a third party we will only do so once we have obtained your consent, unless we are legally required to do otherwise.
Keystone House Ltd uses a service called TRUST ID to manage personal identity confirmation.

How will Keystone Ltd. use the personal data it collects about me?

Keystone House Ltd. will process (collect, store and use) the information you provide in a manner compatible with the EU's General Data Protection Regulation (GDPR). We will endeavour to keep your information accurate and up to date, and not keep it for longer than is necessary. Keystone House Ltd. is required to retain information in accordance with the law, such as information needed for income tax and audit purposes. How long certain kinds of personal data should be kept may also be governed by specific business-sector requirements and agreed practices. Personal data may be held in addition to these periods depending on individual business needs.

Under what circumstances will Keystone House Ltd. contact me?

Our aim is not to be intrusive, and we undertake not to ask irrelevant or unnecessary questions. Moreover, the information you provide will be subject to rigorous measures and procedures to minimise the risk of unauthorised access or disclosure.

Can I find out the personal data that the organisation holds about me?

Keystone House Ltd., at your request, can confirm what information we hold about you and how it is processed. If Keystone House Ltd. does hold personal data about you, you can request the following information:

- Identity and the contact details of the person or organisation that has determined how and why to process your data. In some cases, this will be a representative in the EU.
- Contact details of the data protection officer, where applicable.
- The purpose of the processing as well as the legal basis for processing.

- If the processing is based on the legitimate interests of Keystone Ltd. or a third party, information about those interests.
 - The categories of personal data collected, stored and processed.
 - Recipient(s) or categories of recipients that the data is/will be disclosed to.
 - If we intend to transfer the personal data to a third country or international organisation, information about how we ensure this is done securely. The EU has approved sending personal data to some countries because they meet a minimum standard of data protection. In other cases, we will ensure there are specific measures in place to secure your information.
 - How long the data will be stored.
 - Details of your rights to correct, erase, restrict or object to such processing.
 - Information about your right to withdraw consent at any time.
 - How to lodge a complaint with the supervisory authority.
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- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
 - The source of personal data if it wasn't collected directly from you.
 - Any details and information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.

What forms of ID will I need to provide in order to access this?

Keystone House Ltd. accepts the following forms of ID when information on your personal data is requested: Passport, Driver's License, National Photo Identity Card.

Contact details of the Data Protection Officer / GDPR Representative:

dpo@keystone-group.net