

THE REST

GENERAL TERMS & CONDITIONS

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These General Terms & Conditions apply to accommodation and related services booked directly with **The Rest, Dublin** (“The Rest”, “the Hostel”, “we”, “us” or “our”).

Please read these Terms & Conditions carefully before making a reservation. By making a booking, the person making the reservation confirms that they have read, understood and accepted these Terms & Conditions on behalf of themselves and all guests included in the booking.

Where a booking is made through an online travel agent (“OTA”), travel agent or other third-party booking platform, additional or different terms may apply. Where applicable, the cancellation and payment conditions confirmed at the time of booking will form part of your contract.

1. BASIS OF CONTRACT

1.1 Making a Reservation

A reservation may be made:

- directly through The Rest website;
- directly with The Rest reservations team;
- through an authorised online travel agent or booking partner; or
- through an approved travel agent, tour operator or other contracted partner.

A booking does not become a confirmed contract until The Rest has issued a booking confirmation and, where required, received the applicable deposit, prepayment or valid payment guarantee.

1.2 Booking Confirmation

Guests are responsible for checking the details contained in their booking confirmation, including:

- property;
- arrival and departure dates;
- number of guests;
- room or bed type;
- rate;
- inclusions;
- taxes or other charges;
- payment terms; and
- cancellation conditions.

Any discrepancy should be brought to our attention as soon as possible.

1.3 Person Making the Booking

The person making the booking must be at least 18 years of age and have the authority to make the reservation on behalf of all guests included in the booking.

The lead guest is responsible for ensuring that all members of the booking are aware of and comply with these Terms & Conditions and The Rest House Rules.

1.4 Accuracy of Information

Guests must provide accurate and complete information when making a reservation.

The Rest reserves the right to cancel or refuse a reservation where materially incorrect, misleading or fraudulent information has been supplied.

1.5 Rates and Availability

All reservations are subject to availability.

Rates may change according to demand, availability, room or bed type, length of stay, booking conditions and other commercial factors.

Once a booking has been confirmed, the confirmed rate will apply unless:

- the booking is subsequently amended;
- there has been an obvious pricing or system error;
- applicable taxes or statutory charges change; or
- the booking was made using information or eligibility criteria that were incorrect.

The Rest is not obliged to honour an obvious pricing, typographical or system error.

2. RESERVATION TYPES

For the purpose of these Terms & Conditions, reservations are classified as follows.

2.1 Individual Reservations

A reservation for **1 to 10 guests** is considered an Individual Reservation.

Individual Reservations are subject to the rate and cancellation conditions selected at the time of booking.

2.2 Group Reservations

A reservation for **11** guests or more, whether made as one reservation or through multiple reservations that are reasonably considered to form one travelling party, is considered a Group Reservation.

The Rest reserves the right to identify multiple Individual Reservations as a Group Reservation where the reservations:

- have been made by or on behalf of the same person or organisation;
- share substantially the same arrival/departure dates;
- relate to guests travelling together; or
- have been deliberately divided into smaller reservations to avoid Group Reservation conditions.

Where this occurs, The Rest may contact the lead booker and require the reservations to be transferred to the applicable Group Terms & Conditions.

3. FLEXIBLE RESERVATIONS – INDIVIDUALS

Flexible rates provide greater flexibility to amend or cancel a booking.

3.1 Payment

A valid credit or debit card is required to guarantee the reservation.

The Rest may pre-authorise the card prior to arrival.

Payment for the accommodation will be taken **1 day before arrival**, unless otherwise stated in the booking confirmation.

3.2 Cancellation

Flexible Individual Reservations may be cancelled without charge until:

12:00pm, 24 hours before the scheduled arrival date.

Where cancellation is received after the applicable cancellation deadline, The Rest will charge:

first night's accommodation.

3.3 No-Show

Where a guest does not arrive on the confirmed arrival date and has not cancelled within the permitted cancellation period, the booking will be treated as a **No-Show**.

The Rest may charge: **first night.**

The remaining nights may be cancelled and released for resale.

3.4 Amendments

Amendments are subject to availability and the rates available at the time the amendment is requested.

Changing arrival dates, departure dates, room types, bed types or the number of guests may result in a change to the total booking price.

4. NON-REFUNDABLE RESERVATIONS – INDIVIDUALS

Non-Refundable rates offer a reduced or otherwise preferential rate in return for more restrictive booking conditions.

4.1 Payment

The full value of the reservation is payable at the time of booking.

The Rest is authorised to charge the payment card provided for the full reservation amount.

If payment cannot be processed, The Rest may contact the guest to request an alternative payment method. If valid payment is not provided within **48 hours**, the reservation may be cancelled.

4.2 Cancellation

Non-Refundable Reservations cannot normally be cancelled for a refund.

If the booking is cancelled, the amount paid will be retained.

4.3 No-Show

No refund will be provided in the event of a No-Show.

4.4 Amendments

Changes to a Non-Refundable Reservation are **not permitted**.

Where The Rest agrees to an amendment, the revised booking may remain non-refundable.

No refund will be provided where the revised booking has a lower value than the original reservation unless expressly agreed by The Rest.

5. GROUP RESERVATIONS – 11 GUESTS OR MORE

Reservations for **11 guests or more** are subject to Group Reservation conditions.

5.1 Group Enquiries and Confirmation

Group reservations for **11 guests or more** should be made through The Rest's designated Group Booking facility or directly with The Rest Groups/Reservations Team.

Where online group booking and management facilities are available, the Group Organiser may be able to:

- submit a group enquiry or booking request;
- view availability and/or quotation details;
- review and accept the group offer;
- make deposits and subsequent payments;
- view payment schedules and outstanding balances;
- submit and update guest details or rooming lists;
- request permitted changes to guest numbers, dates or accommodation requirements;
- select or request available additional services and extras; and
- submit permitted amendments or cancellations.

The availability of individual online functions may vary according to the booking type and stage of the reservation.

A group enquiry, availability search or quotation does not constitute a confirmed reservation.

A Group Reservation becomes confirmed when:

- The Rest has issued written or electronic confirmation of the booking;
- the Group Organiser has accepted the applicable Group Booking Terms and any specific conditions contained in the group offer; and
- the required deposit or payment has been successfully received.

Any subsequent amendment or cancellation remains subject to the applicable Group Booking Terms, cancellation deadlines, availability and charges.

An amendment or cancellation will not be considered confirmed until confirmation has been issued by The Rest or through The Rest's applicable online booking management facility.

5.2 Group Deposit

A deposit of 20% of the total estimated booking value is payable within 7 days of the Group Reservation being confirmed. [TO CONFIRM]

The deposit is non-refundable. [TO CONFIRM]

5.3 Final Payment

The remaining balance must be paid no later than 28 days before arrival.

Reservations made within the final payment period may require full payment at the time of confirmation.

Failure to make payment by the specified deadline may result in cancellation of the reservation.

5.4 Rooming List

A final rooming list and guest details must be provided no later than **14** before arrival.

The Rest cannot guarantee that requested changes received after this deadline can be accommodated.

5.5 Group Cancellation

Unless different conditions are agreed in writing, the following cancellation schedule is proposed:

More than [60] days before arrival:

Deposit retained - 20% cancellation charge

Between [31–60] days before arrival:

50% of total booking value

Between [15–30] days before arrival:

100% of total booking value

5.6 Reduction in Group Numbers

Reductions in the number of guests, rooms or beds may be treated as a partial cancellation.

The permitted level of attrition, if any, will be:

[Insert agreed attrition schedule – TO CONFIRM].

Reductions beyond the permitted allowance may be subject to cancellation charges.

5.7 Group Conduct

The group organiser or lead guest is responsible for the conduct of the group.

Groups must comply with The Rest House Rules.

The Rest may require:

- a security deposit;
- details of the group leader;
- guest/rooming lists;
- appropriate adult supervision for eligible youth groups; and/or
- additional conditions depending on the nature of the group.

6. CANCELLATION BY THE GUEST

All cancellations must be made through the same booking channel through which the original reservation was made unless otherwise agreed.

For direct reservations, cancellation should be made through:

- the online booking-management facility, where available; or
- The Rest Reservations Team.

A cancellation is not considered confirmed until a cancellation confirmation has been issued.

Guests should retain their cancellation confirmation.

Where a reservation was made through an OTA or other third party, cancellation must normally be processed through that provider and will be subject to the terms applicable to that reservation.

7. EARLY DEPARTURE

Where a guest chooses to depart before the confirmed departure date, any refund will depend on the rate booked and the applicable cancellation conditions.

Non-Refundable Reservations are not eligible for a refund for unused nights.

For Flexible Reservations, early departure charges will be **charged 24hr cancellation**.

Groups will remain subject to the payment and cancellation provisions contained in their Group Reservation agreement.

8. CANCELLATION BY THE REST

The Rest may cancel a reservation where reasonably necessary, including where:

- payment has not been received by the required deadline;
- payment details are invalid or payment is declined;
- the booking is reasonably suspected to be fraudulent;
- materially inaccurate information has been provided;
- the guest does not satisfy applicable age or identification requirements;
- the booking breaches these Terms & Conditions;
- an Individual Reservation is subsequently identified as a Group Reservation and the applicable Group Terms are not accepted;
- the guest or group poses a reasonable risk to the safety, security or welfare of guests, employees or property;
- circumstances beyond The Rest's reasonable control prevent accommodation from being provided; or
- The Rest is unable to provide the accommodation due to an operational or technical issue.

8.1 Cancellation Due to Guest Breach

Where cancellation results from:

- non-payment;
- fraud;
- failure to comply with booking conditions;
- serious or repeated breach of the House Rules; or
- inappropriate, threatening, abusive, illegal or unsafe behaviour,

The Rest may cancel the reservation without refund, subject to applicable law.

8.2 Cancellation Where The Rest Cannot Provide Accommodation

Where The Rest cancels a confirmed reservation for reasons within its control and the guest has not breached these Terms & Conditions, The Rest will:

- notify the guest as soon as reasonably possible;
- refund amounts paid for accommodation that cannot be provided; and
- where appropriate and reasonably practicable, assist in identifying alternative accommodation.

8.3 Circumstances Beyond Our Reasonable Control

The Rest will not be responsible for failure or delay in providing accommodation where caused by events outside its reasonable control, subject always to the guest's statutory rights.

Such circumstances may include severe weather, natural disaster, fire, flood, epidemic/pandemic restrictions, utility or infrastructure failure, government action, civil emergency or other comparable events.

9. PAYMENT AND PAYMENT CARDS

The Rest accepts Visa, Mastercard.

The payment card used for a reservation may be required at check-in together with valid identification.

The Rest may:

- validate payment details;
- pre-authorise a payment card;
- collect deposits or advance payments according to the booked rate;
- charge cancellation or No-Show fees in accordance with the booking conditions; and
- charge authorised amounts relating to damage or other agreed liabilities, subject to applicable law.

Cash payment policy: **[TO CONFIRM]**.

10. TAXES AND CHARGES

Rates will clearly indicate whether applicable VAT and other mandatory charges are included.

Any tourist tax, city tax, visitor levy or other statutory charge that becomes applicable may be payable in addition to the accommodation rate where permitted or required by law.

If the applicable rate of VAT or another mandatory statutory charge changes after a reservation has been made, The Rest reserves the right to adjust the relevant tax component where legally permitted.

11. CHECK-IN AND CHECK-OUT

Check-in: from [15:00 – 23.30]

Check-out: by [11:00]

Early check-in and late check-out are subject to availability and may incur an additional charge.

Guests may be required to provide valid photographic identification at check-in.

Acceptable identification: **Passport / Driving Licence / National ID Card.**

12. AGE REQUIREMENTS

The minimum age to make a booking is 18 years.

Guests under 18 years of age may only stay at The Rest in accordance with our specific Under-18/Youth Guest Policy.

Guests under 18 will not be permitted to share dormitory accommodation with unrelated adult guests.

13. DORMITORY RESERVATIONS

Where individual beds are booked in a shared dormitory, The Rest cannot guarantee that guests travelling together will be allocated to the same dormitory unless the entire room has been reserved.

Dormitories may be designated as:

- mixed;
- female-only

Guests must book the appropriate dormitory category.

The Rest reserves the right to refuse accommodation where a guest has booked a restricted dormitory category for which they are not eligible and suitable alternative accommodation is unavailable.

Female-Only Dormitories

Female-only dormitory beds are reserved for guests eligible to occupy the female-only accommodation category. Guests must select the appropriate room type when booking. Where a guest has booked a female-only dormitory bed but is not eligible to occupy that accommodation, The Rest may offer alternative accommodation subject to availability and any applicable rate difference. Where suitable alternative accommodation is unavailable, the booking may be cancelled in accordance with the applicable booking conditions.

Private Rooms and Private Dormitories

Where an entire private room or dormitory is booked for exclusive use, only guests included in that reservation may occupy the room, subject to the stated maximum occupancy, age requirements and visitor rules.

14. MAXIMUM LENGTH OF STAY

Guests may stay for a maximum of 14 nights within any 28-day period, whether booked under one reservation or through multiple consecutive or linked reservations, unless prior written approval has been obtained from The Rest.

The Rest reserves the right to refuse, amend or cancel multiple or linked reservations made for the purpose of circumventing the maximum-stay policy.

15. HOUSE RULES

All guests are required to comply with **The Rest House Rules**, which form part of these Terms & Conditions.

The House Rules will address matters including:

- guest behaviour;
- quiet hours;
- alcohol;
- smoking and vaping;
- illegal drugs;
- visitors;
- security;
- shared dormitory etiquette;

- damage;
- use of communal facilities; and
- health and safety.

Serious or repeated breaches may result in a guest being required to leave the property without refund, subject to applicable law.

16. DAMAGE AND SECURITY

Guests are responsible for deliberate, negligent or reckless damage caused by themselves or members of their booking.

The Rest reserves the right, where legally permitted, to recover the reasonable cost of:

- repairing damage;
- replacing damaged or missing property;
- specialist cleaning;
- responding to interference with fire or safety equipment; and
- other direct losses resulting from a guest's actions.

Group bookings may be required to provide a security deposit before or on arrival.

17. SMOKING AND VAPING

The Rest is a **non-smoking property** except in specifically designated external smoking areas, where provided.

Smoking or vaping in bedrooms, dormitories or prohibited areas may result in:

- a cleaning/remediation charge of €[TO CONFIRM];
- activation of fire-alarm related charges where applicable; and/or
- termination of the guest's stay in serious or repeated cases.

18. GUEST CONDUCT

Guests must behave in a manner that respects other guests, employees, neighbours and the property.

The Rest will not tolerate:

- threatening or abusive behaviour;
- harassment or discrimination;
- violence;
- illegal activity;
- deliberate damage;
- serious disruption to other guests;
- tampering with fire or safety equipment; or
- behaviour that creates an unreasonable health, safety or security risk.

The Rest may require a guest to leave where serious or repeated misconduct occurs.

19. PERSONAL PROPERTY

Guests are responsible for their personal belongings.

Lockers and/or luggage storage may be provided subject to availability and applicable conditions.

Guests are encouraged to secure valuables appropriately.

The Rest's liability for loss, theft or damage to personal property is subject to applicable Irish law and cannot be excluded where liability cannot legally be limited or excluded.

20. ACCESSIBILITY AND SPECIAL REQUIREMENTS

The Rest aims to make its accommodation and services accessible to as many guests as reasonably possible.

Guests with accessibility requirements or other requirements that may affect their stay are encouraged to contact The Rest before booking or as early as possible after booking so that available facilities and suitable accommodation can be discussed.

Further information is available in **The Rest Accessibility Statement**.

21. PRIVACY

Personal information is processed in accordance with **The Rest Privacy Policy**.

Separate information regarding cookies and similar technologies is contained in **The Rest Cookie Policy**.

22. THIRD-PARTY BOOKINGS

Where a reservation is made through an OTA, travel agent, tour operator or other third party:

- that provider's booking/payment conditions may also apply;
- amendments and cancellations may need to be processed through that provider;
- refunds due from the booking provider may need to be processed by that provider; and
- The Rest is not responsible for representations made by an unauthorised third party.

23. COMPLAINTS

Guests should raise any problem during their stay as soon as reasonably possible so that The Rest has an opportunity to investigate and, where possible, resolve the issue.

Complaints following departure should be submitted to:

Email: hello@therestdublin.com

Postal address: 17 – 21 Foley Street, Dublin 1, D01 N4X7

24. CHANGES TO THESE TERMS

The Rest may update these Terms & Conditions from time to time.

The terms applicable to a confirmed reservation will generally be those in effect when the reservation was made, except where a change is required by law or is expressly agreed with the guest.

25. GOVERNING LAW

These Terms & Conditions and any accommodation contract with The Rest are governed by the laws of **Ireland**.

Nothing in these Terms & Conditions affects any mandatory consumer rights available to a guest under applicable Irish or European Union law.

26. CONTACT DETAILS

The Rest

[Full legal entity name]

[Registered/business address]

Dublin 1, Ireland

Reservations: hello@therestdublin.com

Groups: groups@therestdublin.com

General Enquiries: hello@therestdublin.com

Telephone: + 35312635855

Company Registration Number: 768034

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