

----- Forwarded message -----

From: **Group Reservations** <groupreservations@yha.org.uk>

Date: 2018-04-30 15:59 GMT+02:00

Subject: RE: YHA Group Enquiry - Ref ENQ-67SO6TE 124217/1018/155

To: Dana Ciglová <dana.ciglova@zshusovabrno.cz>

Dear Dana,

Following our recent correspondence I have placed a provisional booking as requested.

Your YHA Provisional Booking

Please follow the link below to your enquiry which contains your accepted quote.

<https://groupsapp.yha.org.uk/p/enquiry/Y4AC2BTSENYC9OBXUIOCVFQTJCCC5QDVLHPV2WI7IYC1KMW7DUGUL8MINC38V9Z>

YHA will place any leaders of the same group in private rooms of the same sex.

The remaining group members will be allocated in single sex private rooms. Please let us know if there are any other age or disability considerations that we should be aware of.

Payment

A summary of your booking and an invoice for the 20% deposit is attached.

This booking is provisional until the appropriate payment is received and confirmed in writing by YHA, non-payment may result in the cancellation of your booking.

In order to secure this booking please arrange to make the following payment:

Payment Details			
Amount Due	£1055.70	Due Date	21/05/18

Payment can be made by BACS transfer, details of which can be found on the reverse of the attached invoice. Payment can also be made by cheque made payable to 'YHA England and Wales' or by credit or debit card by contacting our dedicated Group Reservation team on 01629 592 700.

Please click [here](#) to view a copy of the pre-stay information sheet.

We would recommend that you cover your booking with appropriate travel insurance.

Terms and Conditions

Our full standard booking terms and conditions can be found at <http://www.yha.org.uk/terms-and-conditions>

This includes details of our payment and cancellation charges, a summary of which are below.

Your first payment will confirm acceptance of the group booking terms and conditions stated in the invoice document.

Deposits Required	
Group Bookings made more than 12 weeks in advance of arrival date	20% of the total booking value is required. The full balance is due 8 weeks before arrival.
Group Bookings made within 12 weeks of arrival date.	Full balance required.
Cancellation Terms	
Date Cancellation Received by YHA	Amount Retained by YHA
More than 56 days before arrival	Any deposits already paid or due
56 - 28 days before arrival	50% of the total cost of your stay

27 days or less before arrival

100% of the total cost of your stay

A Group Booking can decrease in total guest overnights by up to 15% up to 8 weeks (56 days) before arrival without incurring a cancellation fee. Thereafter any additional decreases in total guest overnights will be considered a cancellation and the cancellation charges will apply. Cancellation charges will be calculated on total booking cost including additional services or supplements.

Thank you for booking with YHA.

If you require further assistance with preparations for your stay please do not hesitate to contact our knowledgeable team of advisors.

Kind regards,

Jon Boyack

Contact Centre Advisor

Sales and Marketing Department

YHA National Office

Y +44 (0)1629 592700

+ customerservices@yha.org.uk

t www.yha.org.uk

Please note, when replying please include this email

From: Dana Ciglová [mailto:dana.ciglova@zshusovabrno.cz]

Sent: 29 April 2018 16:28

To: Group Reservations

Subject: Re: YHA Group Enquiry - Ref ENQ-67SO6TE

Dear Karen,

I would like to make a provisional booking for London Thameside from 9th to 12th October 2018. My reference is **ENQ-67SO6TE**.

Please give me know what else is necessary to do now.

All the best

Dana

2018-04-25 14:05 GMT+02:00 Group Reservations <grouppreservations@yha.org.uk>:

Dear Dana,

Thank you for your enquiry, unfortunately there is no availability for your group on the dates you have requested.

I tried to telephone you earlier to inform you that we can offer you availability for your group at this hostel on 09/10/18 for 3 nights.

Alternatively the next nearest accommodation we can offer you for your requested dates would be YHA London St Paul's which would be a fantastic location for your group.

Your YHA Enquiry

Please follow the link below to your enquiry which contains your quote(s).

<https://groupsapp.yha.org.uk/p/enquiry/Y4AC2BTSENYC9OBXUIOCVFQTJCCC5QDVPLHPV2WI7IYC1KMW7DUGUL8MINC38V9Z>