

FREQUENTLY ASKED QUESTIONS

1) What does a single room contain?

A single room contains a single bed, colour television, telephone, built in wardrobe, wash basin, writing desk and adjoining shower and toilet facility shared between two rooms. The single rooms measure approximately 2.47 x 4.88 metres.

2) Is bed linen provided?

Bed linen is provided and is laundered by our house keeping staff.

3) Are there any laundry facilities?

We do not have a laundry facility for residents to use but there is a laundrette close to the YMCA. We do offer free use of an ironing room located on the second floor.

4) How much does a room cost?

Weekly tariff - Includes 7 nights Bed & Breakfast and 5 evening meals Monday -Friday

Standard Rate	£196.68 (inc. VAT)
After 28 days	£175.26 (reduced VAT)
Twin room	£238.53 (inc. VAT)
Twin room with en-suite	£247.75 (inc. VAT)
Budget Rate	£146.73 (inc. VAT)
After 28 days	£131.26 (reduced VAT)

Daily Tariff - Bed & Breakfast (Includes tea-making facilities when available, soap and towels)

Single room	£40.75 (inc. VAT)
Twin room	£56.50 (inc. VAT)
Twin room with en-suite	£61.00 (inc. VAT)

Extras

Evening meal	£6.70
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(All rates are subject to an annual increase in April of each year)

For guests on the weekly tariff, charges are payable on arrival up until the next Sunday and thereafter weekly in advance on a Monday. For guests on B&B rate charges are payable on arrival for the duration of the booking. Invoice facilities are available for local companies.

5) How can I make my payment?

Payment can be made using a credit, debit card or cash. Payments need to be made in pounds sterling. Traveller's cheques are accepted as long as the client can produce their passport at the time of payment.

6) What time are meals served?

Meal times are:

Breakfast

Monday - Friday 07:00 - 08:45am

Saturday 07:30 - 08:45am

Sunday 09:00 - 10:00am

Bank Hols 08:30 - 09:30am

Evening Meal

Monday - Friday 05:30 - 06:40pm

7) Is any deposit required to book a room?

Deposit- payable at time of booking

1 - 28 days one night at B&B rate

28 days - 12 weeks £100.00

12 weeks or more £500.00

8) What are the cancellation fees?

Cancellation/Early Departure Fees

1 - 27 days = 24 Hours Notice

28 days - 12 Weeks = 1 Weeks Notice

12 Weeks Onwards = 4 Weeks Notice

All cancellations subject to a minimum administrative charge of £10.00

(Fees subject to total booking duration)

9) What do I do if I am on Benefit or Homeless?

The Guildford YMCA is not a direct access hostel. Any one receiving Benefit, is unemployed or homeless needs to contact the Housing Department at Guildford Borough Council (telephone 01483 505050) for possible referral to Guildford YMCA.

10) Is the YMCA close to the train and bus station?

The YMCA is opposite Guildford train station, which has direct rail links to Waterloo. The Guildford bus station is a 3 minute walk from Guildford YMCA.

11) Am I allowed to have guests in my room?

Guests of residents need to be signed in and signed out by the resident. A maximum of two visitors are allowed in the resident's room at any one time. Guests must be accompanied by the resident at all times and are not allowed into the building after 10:45 pm.

12) What are the check-in and check-out times?

Check-in: Anytime after 3 pm. Check-out: By 10am.

Residents can access the building 24/7. Reception is manned 24 hours a day and payments can be made anytime, however accommodation bookings and queries can only be dealt between the hours of 8am - 7pm Monday to Friday or 8am - 3pm Saturday and Sunday when a receptionist is on duty.

13) Do you have internet connection in the bed rooms?

We do not have an internet connection available in our bed rooms. Residents can make use of two free internet enabled computers by reception. A restriction of 1.5 hours is set per resident with no return within three hours. There is also a free wireless signal on the ground floor for residents using personal laptops. (All services are subject to availability)

14) Are there any age restrictions for residents staying at the YMCA?

Children under the age of 16 years are not allowed to stay in a single room. Children under the age of 16 can be booked into a twin room when accompanied by an adult. Please enquire at reception for availability. There is no upper age limit to stay at Guildford YMCA.

15) Can women stay at the YMCA?

Guildford YMCA is open to both men and women.

16) When should I book the room?

As soon as you have confirmed booking dates and can provide the necessary deposit, a booking should be made to ensure availability. Most of the rooms, especially the twin en-suite rooms get booked well in advance.

17) How do I book a room?

You can book rooms in person at the YMCA, over the phone, or via email. Booking enquiries can be sent to accom@guildfordymca.org.uk.

No booking is confirmed until we have received the appropriate deposit.

18) Can additional beds be placed in the rooms for guests?

Accommodation is limited to one person in a single room and two people in a twin room. No additional guests are permitted over night due to fire regulations. If a guest needs accommodation, an additional single room can be booked at the appropriate rate. (Subject to availability)

19) Are there any kitchen facilities at the YMCA or can I withhold payment for the evening meals and reduce my tariff?

We do not have a kitchen with cooking facilities but we do have a kitchenette with a microwave, toaster and kettle on each floor for residents to use. The weekly tariff is inclusive of an evening meal. We are unable to make a reduction in the rent for meals not taken.

20) Does the restaurant serve vegetarian meals?

Yes, a selection of vegetarian options are served in our restaurant. If there are any specific dietary requirements please arrange an appointment with one of our chefs prior to arrival to discuss your needs.

21) Can I check-in late in the night?

Yes the reception is manned 24 hours a day so residents can check-in anytime after 3 pm. The front doors are locked at 11pm but residents can ring the buzzer for the duty officer to let them in.

22) Can I book a room and pay the deposit on arrival?

No, a deposit must be taken at the point of booking.

23) Is the YMCA a hotel or a hostel?

Guildford YMCA is a four star hostel independently rated by Visit Britain.

24) Do you offer student discounts?

No we do not offer student discounts but we do have a limited number of budget rooms available for students for bookings in excess of twelve weeks.
(All budget rooms from September'08 to July'09 have now been booked)

25) Do you have family rooms available at the YMCA?

We do not have family rooms available at the YMCA. We have standard single, standard twin, and twin en-suite rooms.

26) Is there any parking available at the YMCA?

There is no onsite customer parking. There is limited disabled parking which needs to be booked in advance (Please contact reception).

The closest parking available is at the Bedford Road car park (next to Odeon cinema). This is a pre-paid car park that charges on an hourly basis.

Alternatively behind the train station there is the Farnham Road car park which is payable upon departure.

27) Are you able to smoke in the bed rooms?

Smoking is permitted in all of our bed rooms.

28) I am arriving in Guildford before the check-in time (3 pm), is there a storage facility?

Yes, luggage can be kept in our luggage room until check-in.

29) I am staying at the YMCA and return after the restaurant closes at 6:40 pm. Can I have a late meal?

A late supper form must be filled in and handed to the restaurant by 9.30am on the day required. The form is available at reception.

30) Are towels provided in the rooms?

Towels are provided for guests staying on our bed and breakfast or our standard weekly tariff. Towel hire is available at reception.

31) Is it possible to book two single rooms that share the same bathroom/toilet facilities?

We cannot guarantee supplying two adjacent rooms sharing the same bathroom/toilet facility as our rooms do get booked out in advance and we retain the right to move bookings to ensure maximum occupancy.

32) How many rooms do you have at the YMCA?

We have 114 standard single rooms, 3 standard twin, and 3 twin en-suite rooms at Guildford YMCA.

33) House Rules

We want you to enjoy and benefit from your stay with us. The following rules exist for the benefit of all users of the building and we would therefore ask for your co-operation and compliance.

1. Smoking is permitted only in the bedrooms.

2. In communal areas residents must be suitably dressed, for example not in nightwear, and footwear must be worn in public areas at all times.

3. Lost or defaced meal cards must be replaced in order to obtain a meal ticket. You will be charged for a replacement meal card. No allowance or credit can be made for meals not taken. Meal tickets are non transferable.

4. For fire and safety reasons, keys must be handed in to reception whenever leaving the building. Residents must familiarise themselves with the fire instructions and position of the fire exits. If the fire alarm is activated and a continuous siren is heard, residents must evacuate the building immediately. Residents must co-operate with the staff when fire drills are held.

5. Daily Access to your room should be allowed to Housekeeping Staff at their convenience. You should therefore be awake and ready to vacate your room when Housekeepers come to service it.

6. In respect to other residents, noise levels should be kept to an absolute minimum after 10 p.m. in the bedroom areas.

7. Material should only be displayed on the pin boards provided or attached with Blue-Tack to the woodwork within a resident's own room. Please do not display offensive or pornographic material or cover your Fire Notice with material.

8. Food may not be taken from the restaurant for consumption elsewhere (except for Fruit and pre- booked Late Suppers).

9. Visitors should not be taken into the restaurant during evening meal times, unless they have paid for a visitor's meal ticket. (*Available from reception*).

10. To comply with Fire Regulations, it is strictly forbidden for residents to spend the night in rooms other than their own, or to burn candles or incense in the building.

11. Please hand lost property in to reception. If unclaimed within 4 weeks, it will be disposed of.

12. Cycles must not be brought into the building. Those left outside are at owners' risk. Cycles secured to the rail in the Hostel car park area must be registered at Reception and display the tag provided. Cycles not bearing an official tag will be removed and disposed of.

13. We would kindly advise you that during your stay you neither lend money nor borrow money from other residents.

Please note that staff are not permitted to lend money to residents and therefore should not be asked.

14. No form of gambling is permitted in the building.

15. Videos up to Certificate 15 rating only may be played in the lounges and other public areas.

17. There are no parking facilities for residents or their guests and we would therefore ask that no vehicles are parked either in staff parking spaces or in any of the loading bays. Limited parking is available for disabled badge holders by prior arrangement.

18. Residents can only use the designated conference rooms for wireless internet access with prior permission from the management.

19. Residents are not to bring alcohol or allow guests to bring alcohol into the Hostel for storage, or consumption in the Accommodation or anywhere in the Hostel.