

## FAQ's

### Beds for NYE go on sale at [yha.com.au](http://yha.com.au) at

#### 7am Australian Eastern Standard Time.

Bookings will be managed using a queueing system to manage access to the Sydney Harbour YHA page to help alleviate website performance issues and to improve the booking experience. Once you have access to the booking page you will have 10 minutes time to complete your booking.

1. Why do my dates automatically go to the 26<sup>th</sup> of December for 7 nights?
  - a. That is the default date range, you can select a new check-in and check-out date by clicking the green 'Edit dates' button above them.
2. Can I stay for less than 7 days?
  - a. Unfortunately, all bookings made over the holiday period must be for seven nights.
3. Why can't I see the seven day calendar anymore?
  - a. Our new booking steps are improved to now be responsive, that way guests can easily make bookings their mobile phones. The seven day calendar has only been disabled for the NYE sale and will be back up tomorrow for guest's to switch to if they prefer.
4. Why does it keep asking me to edit my dates for the NYE Package?
  - a. Have you made sure to select at least 7 nights?
  - b. The special may be sold out (for those dates)
  - c. Have you definitely booked inside the date range of December 26 to January 8<sup>th</sup>?
5. Why is the hostel details page showing up as blank and not letting me select the dates I want?
  - a. If you are using Firefox you may want to switch to another web browser such as: Chrome, otherwise click on the book now button and once you are on the availability page you will be able to select your dates there by clicking the green Edit dates button in the right hand corner.
6. Why isn't the calendar working correctly on the booking/availability page?
  - a. Click on the 'Edit dates' button
  - b. Then click across to the month you want
  - c. Select the date for your check-in
  - d. Then select date for your check-out.
  - e. There is no need to ever click on the 'check-in' and 'check-out' fields/boxes.
7. Why do I need to click through to December on the calendar?
  - a. We are currently working on improving this and apologise for the inconvenience.

8. The website is slow and taking a long time to load is this normal?
  - a. Because we have a lot of people trying to purchase at Sydney Harbour YHA at the same time – things will be a little slower
  
9. I am trying to book Sydney Harbour for another day not NYE but I still get put in a queue
  - a. The queue will only be in place for 1-2 hours – once booking levels return to normal the queue will be removed
  - b. You can choose different dates from the calendar that are outside the NYE date range.
  
10. Do I need to be a YHA member to book NYE special?
  - a. No NYE is available to members and non-members.
  
11. When I click book now the circle just keeps on spinning on the page
  - a. Wait at least 60 seconds
  - b. If it lasts longer than 60 seconds you could clear your browsing history and/or try a different browser