



# YHA GUEST CODE OF CONDUCT

YHA hostels are open for all travellers, regardless of race, gender, age, sexual orientation, religious beliefs, political persuasion and physical or mental impairment. However, all guests staying in YHA properties are expected to behave in a manner that does not prevent other guests from enjoying their stay. The expected behaviour by guests is classified into the criteria below and these comprise the YHA Guest Code of Conduct.

## Communal Living

As you will be sharing hostel facilities and perhaps a room with other guests, you will treat other guests with respect at all times, allowing them the quiet enjoyment of our facilities and services. YHA will not accept:

- sexual, racial or religious harassment
- guests with a notifiable, infectious disease that could present a health and safety risk to others (except in ensuited private rooms)
- excessive noise
- excessive consumption of alcohol and/or being under the influence of illegal substances
- disruptive or aggressive behaviour
- poor personal hygiene likely to cause offense
- the filming or photographing of any person on YHA premises without their consent
- guests allowing an unauthorised person to access guest only areas of the hostel.

## Illegal activities

No guest shall undertake any unlawful activity on YHA premises and YHA may notify the police of any such activity. This would include:

- sale or possession of illegal substances
- wilful damage to YHA property or the property of others
- sexual or physical assault or intimidation, including toward staff
- theft of personal belongings, including labelled food left in guest kitchens
- fraudulent activities and/or breaches of privacy
- smoking and/or vaping in a non-smoking area
- interference with hostel fire protection measures.

## Hostel guidelines

To operate effectively for all guests, YHA hostels have a range of operational procedures which all guests are expected to follow. These include:

- presenting photo identification at check-in
- adhering to checkout times
- accepting liability to provide compensation for any damages or costs incurred by YHA as a result of their direct actions, including activation of the fire alarm
- payment in advance for accommodation

At times, the hostel staff may be required to issue further instructions to guests. YHA guests are expected to comply with any reasonable request made by hostel staff. Aggressive and/or threatening behaviour towards staff will not be tolerated.

Failure to meet the YHA Guest Code of Conduct may result in the following:

- the manager requesting the guest to leave the premises
- suspension of their YHA membership
- refusal of entry to other YHA hostels.