



Management Team
NX London Ltd.
323A New Cross Road, London, SE14 6AS

Legal Affairs
e: legal@nxlondon.com

Terms & Conditions

April 8th, 2026

NX London Hostel

323A New Cross Road, SE14 6AS, London, UK

NX London provides budget accommodation conveniently located near a station and a 24-hour service bus stop. As one of the most affordable hostels in London, we offer several complimentary services such as free linen, free Wi-Fi, free breakfast, free access to our food cupboard, and free refreshments.

We take pride in delivering value for money. However, it is important to manage expectations and be aware of the following information, which can also be found online:

- **Property Expectations:** We make every effort to set clear expectations through our property description (prior to reserving), welcome emails (after booking), and on-site. It is important to note that we are not a boutique hostel. Our standards align with the budget hostel category. Our establishment caters to both long-term and leisure guests, resulting in a uniquely quirky atmosphere that may not suit everyone's preferences.
- **Key Deposit:** A refundable £10 cash key deposit is required for lockers. This can be refunded to the payment method on file for your booking when using the express check-out box, or you can choose to return the key by 1:00 AM the night before departure to retrieve it in cash.
- **Noise Levels:** The neighboring pub often hosts live music events or DJs. Due to its popularity as a live music venue, noise levels may be higher on the lower levels of the hostel. If this is a concern, you can ask for free earplugs at reception.
- **Room Conditions:** The dormitory rooms may occasionally appear cluttered. Sharing a room with up to nine strangers may not be suitable for everyone, but it is our most economical option. If you would prefer a different dormitory arrangement or an upgrade, please inquire at reception or check our website www.nxlondon.com for upgrades, availability, and prices.
- **Excessive cleaning charges** may apply if rooms/areas are left in a condition requiring materially more than a standard turnaround clean. See Guest Housekeeping Responsibilities; Clean & Hygienic Use; Excessive Cleaning; and Schedule 1 for definitions, evidence, and caps.
- **Shared Facilities:** Bathrooms and kitchens are located in the hallways and shared with other guests. Please understand that, during peak times, there may be a wait to use some facilities. Our housekeeping team cleans them regularly, but guests are legally bound to help maintain reasonable standards and report any issues at the front desk.
- **Prohibited Activities:** Smoking, vaping, and alcohol are strictly prohibited inside our premises, and violations are subject to a £50 penalty.

- **Food Policy:** We feature two kitchens and a common area for guests to enjoy their meals, snacks, and refreshments. Please note that food is not allowed inside the rooms under any circumstances, and a £50 penalty will be enforced for non-compliance.
- **Limitation on Daily Free Food and Refreshments:** Our complimentary food and refreshments are exclusively available to hostel guests. They must be consumed in the designated common areas and are not permitted to be taken back to rooms for consumption or storage. Guests are kindly asked not to pack, stock, or remove food and refreshments from the property. These offerings are strictly for personal use and are not to be sold or made available to the public.
- **Behavioral Expectations:** Our hostel primarily caters to adult guests, and we expect everyone to behave responsibly and respectfully. Our staff is well-trained to enforce our policies and procedures firmly and assertively, maintaining a high standard of behavior. We have a zero-tolerance policy for any breaches.

Guest Housekeeping Responsibilities:

- **Our cleaning service:** We provide routine cleaning appropriate to a budget hostel (see Standard Turnaround Cleaning).
- **Guest duty of care:** Between staff cleans, guests must keep rooms and shared areas reasonably clean and tidy so that only a standard turnaround is required at check-out. In particular, guests must: (a) place waste in the bins provided and tie liners if full; (b) wipe up spills immediately; (c) keep food and drink to designated areas (no food preparation in rooms); (d) use the linen provided and avoid contaminating mattresses, protectors and pillows; (e) leave kitchen/bathroom areas ready for the next user (wash/rinse/dry crockery; no food debris in sinks); (f) keep floors and walkways clear of personal items; and (g) report any incident that may require a non-routine clean (e.g., sickness).
- **Supplies & support:** Basic cleaning supplies (spray, cloths, bin liners) are available at reception on request. If not remedied. Where areas are left beyond reasonable cleanliness and not remedied when requested, we may arrange cleaning and charge reasonable, provable costs in line with Excessive Cleaning (Cost-Recovery Only).

Excessive cleaning charges (cost-recovery only)

- **Standard Turnaround Cleaning:** Our prices include a normal turnaround clean appropriate to a budget hostel: change of linen, remake of beds, wipe of surfaces, bin emptying, and vacuum/mop. Reasonable wear and tear and ordinary use are included.
- **Guest Standard of Use:** Guests must (a) use bins provided; (b) keep food and drink to designated areas; (c) avoid spills and strong contaminants (e.g., oils, body fluids, fake tan, hair dye, glitter, wax); (d) not cook in rooms or smoke/vape anywhere indoors; and (e) use the linen provided (no sleeping directly on mattresses).
- **What counts as Excessive Cleaning:** An Excessive Cleaning Event is where, due to the guest's act/omission, the room or shared area requires materially more than a standard turnaround, for example: (i) spills, residues or odors requiring multiple passes or specialist products/equipment; (ii) food waste left outside bins or



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perishable waste causing contamination; (iii) contaminants on mattresses, protectors, duvets or pillows; (iv) bodily fluids (vomit, urine, feces, blood) requiring biohazard procedures; (v) water spillages causing mopping/drying beyond normal; or (vi) any condition that adds >30 minutes of labor per room/area or requires a specialist clean.

- **How charges are calculated:** Any charge is limited to our reasonable, provable costs of putting the area back into service (labor, materials, external contractors, consumables) and is not a penalty. We will provide photos/notes and a breakdown on request. Charges are subject to the caps in Schedule 1 and include VAT.
- **Notice and payment:** If an Excessive Cleaning Event is found while you are on site, we will give a reasonable opportunity to remedy where practical. Otherwise, we may charge the card held under the pre-authorization (see Fees & Payment) within 7 days of check-out and email a breakdown; you may dispute in writing within 14 days and we will review promptly.
- **No double recovery:** We will not charge both Excessive Cleaning and separate damage charges for the same work item; where items must be replaced (e.g., mattress protector), we charge actual replacement cost less any applicable depreciation.

As a guest of NX London Hostel, you are expected to follow all our Health & Safety and, or pest prevention and reporting protocols. We strive to maintain a safe and pest-free environment through rigorous inspections and professional treatments. However, since H&S and pest related issues are introduced by travelers, their personal items or behavior, it is essential that guests take full responsibility for failing to uphold our H&S standards, forgoing to assist with general housekeeping or neglecting to maintain their belongings/possessions.

- **Policy Enforcement:** We kindly request that guests understand the strain repeated policy breaches can put on our staff. Guests have been provided with multiple forms of information, and if they choose not to read or follow the guidelines, we reserve the right to apply monetary fines as mentioned earlier or refuse accommodation at the discretion of the manager.
- **Photography, Videography & Media Evidence**
 - **No recording without written authorization.** Guests may not take photographs, video, or audio recordings anywhere on the premises (including rooms, corridors, bathrooms, common areas, and staff-only areas) unless they have **prior written authorization** from Management for a specific purpose and time. Covert recording is strictly prohibited.
 - **Privacy & safeguarding.** Filming/photographing other guests or staff—especially minors—is not allowed and may result in immediate removal from the property and, where appropriate, referral to the police.
 - **Media admissibility.** For complaints, claims or reviews, NX London will **not accept or validate AI-generated, AI-edited, deep-faked or otherwise manipulated imagery** as evidence. Only materials created by **NX-authorized staff** or **independent, licensed inspectors engaged by NX** are considered.
 - **Verification rights (for authorized third-party media).** NX London may request original files and view them on the source device, and/or obtain a written attestation from the creator and any handler of the files. Refusal or inability to provide originals/metadata renders the submission **inadmissible**.

- **Enforcement.** Breaches may result in: (i) requirement to cease recording, (ii) termination of stay without refund, and (iii) application of published fines and pursuit of civil remedies for privacy/confidentiality violations.
- **Media Integrity, AI-Generated Content & Evidence Standards** To protect guests and the Hostel from fabricated or misleading claims, the following evidentiary standards apply:
- **No AI/Manipulated Evidence.** NX London will not accept, review, or validate images, video, audio, or documents that are AI-generated, AI-enhanced, deep-faked, materially edited, filtered, or otherwise manipulated. Submitting fabricated or materially altered evidence is a breach of these Terms and may constitute fraud.
- **What Is Acceptable.** Only **original, unedited** media captured **by our staff** at the time of an incident **or by licensed third-party professionals** retained by us is considered. Guest-taken media is not accepted unless expressly authorized **in writing** in advance under our Photography, Videography & Media Evidence policy and captured **with staff present**.
- **Guest-Taken Media (Narrow Exception).** If Management provides prior written authorization for the limited purpose of documenting a reported issue, any guest capture must:
 - (a) occur **with staff present**;
 - (b) be restricted to the guest's **assigned room and personal belongings only**;
 - (c) avoid capturing identifiable persons; and
 - (d) provide the **original files immediately** with intact device metadata/EXIF.Refusal or inability to provide originals/metadata renders the submission **inadmissible** and the claim **unsubstantiated**.
- **Chain of Custody.** All incidents must be reported at Reception **immediately** and documented on our internal report (and, where applicable, the **Pest Screening Questionnaire**). Only evidence captured **after** the report is filed and while staff are present will be considered reliable.
- **Consequences.** Providing falsified or manipulated evidence, or publishing such content online, may result in: (i) dismissal of the claim; (ii) fines consistent with our Feedback/Review and Disparagement policies; (iii) eviction without refund; (iv) placement on our "Do Not Extend" list; (v) reporting to Online Travel Agencies; and (vi) legal action for losses and reputational harm.
- **Reminder on Recording.** Guests are not permitted to film/photograph on the premises without prior written authorization from Management. Any unauthorized recording remains subject to our enforcement measures.
- **Feedback and Reviews:** We value the importance of constructive criticism as a tool for enhancing our services and resolving any concerns you may have. Should you have any feedback or issues, you agree to communicate them to us directly through our internal channels. However, please be aware that any complaints, reviews, or negative comments made before, during, or after your stay, which we believe could cause harm or disparage our establishment, may lead us to pursue necessary legal action and, or levy monetary fines for a minimum of £50. This includes, but is not limited to, negative, biased, retaliatory comments about the Hostel, its Management, their policies/business practices and, or complaints regarding

the manner in which our staff enforces house rules, their tone of voice, or choice of words. Please note that, while we respect the right to free speech, it is not an absolute right, especially when it comes into conflict with the rights of others or breaches of contractual agreements. Our policies are designed to protect our business from potential harm caused by unconstructive and potentially damaging public statements.

Content created or altered with AI or other manipulation tools is prohibited and may trigger action under our *Media Integrity, AI-Generated Content & Evidence Standards*.

Note: Our policies are designed to protect our business from potential harm caused by unconstructive and potentially damaging public statements. This includes, but is not limited to, the unauthorized publication of images, video, or content portraying the Hostel in a negative light.

- **Intellectual Property, Confidentiality & Defamation (Continuing Obligations)**

- All photographs, videos, audio recordings, and other media captured within NX London Hostel's premises are the **exclusive intellectual property of NX London Ltd.** Guests acknowledge that they hold **no right to reproduce, publish, distribute, or share** such materials in any form without prior written authorisation. These rights and restrictions are **permanent and survive in perpetuity** beyond check-out.
- Guests must also maintain **strict confidentiality** regarding all non-public aspects of the property, including staff-only areas, internal procedures, maintenance operations, and private communications. This obligation is **continuous and indefinite** and prohibits the disclosure of any such information without written consent.
- In addition, guests agree not to make, post, or disseminate any **false, defamatory, malicious, or misleading statements** about NX London Hostel, its management, or its staff. This restriction applies **in perpetuity** across all media. NX London Ltd. reserves the right to pursue civil remedies, claim damages, and request removal of any infringing or defamatory content.

- **Fine for Failure to Cooperate with Hostel Procedures:** Guests are expected to report any issues directly to the management and refrain from publicizing complaints. Failure to comply with this process will result in a **£50** fine for breaching the terms of the stay agreement.
- **Fine for Disparaging and or unsubstantiated Claims:** If a guest makes a public allegation or publishes a review (including on social media, blogs, or chat rooms) making disparaging comments of any kind with regards to the Hostel, its Staff, Management, Executives, Volunteers and Associates or suggesting that pest (including but not limited to bedbugs or rodents) originated from the hostel, the guest will be fined **£100** immediately. Additionally, the hostel reserves the right to pursue legal action for defamation, seeking compensation for any damages caused by such statements.
- **False or Unsubstantiated Pest Allegations:** Guests making pest-related claims must follow our internal reporting procedures and submit the required documentation (including the pest declaration form). Only evidence meeting our *Media Integrity, AI-Generated Content & Evidence Standards* will be considered. Unsubstantiated or false claims — including those motivated by attempts to secure refunds, alternative



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accommodations, or retaliation — may result in fines, immediate eviction without refund, and the guest being permanently placed on our “Do Not Extend” list. This policy is also in place to mitigate cross-contamination risks: any guest reporting a pest issue may not be eligible for re-accommodation or extended stays, as we cannot risk spreading potential issues through unchecked luggage or belongings.

- **Additional Fines:** Should a guest be found responsible for bringing pest into the hostel through their personal belongings, they will be subject to a £50 fine, immediate eviction without refunds and may be held financially responsible for any pest control treatments required as a result.

Non-Refundable Policy: ALL RESERVATIONS ARE NON-REFUNDABLE AND CANNOT BE MODIFIED REGARDLESS OF CIRCUMSTANCES.

By making a reservation and/or receiving this document, you hereby understand, acknowledge, and elect to abide by the terms above.



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General policy

All reservations are PREPAID, cannot be modified and are non refundable. We reserve the right to cancel a reservation at any time if the payment cannot be processed. The total amount of the reservation will be charged upon reserving.

All of our reservations are non-refundable regardless of circumstances. This includes, but is not limited to, cancellations made by the guest, early check-outs (which are always final), changes in travel plans, personal discernment, bonafide errors, medical emergencies, bereavement or any other reasons for not being able to stay at the property. By making a reservation, you agreed to this non-refundable policy and acknowledged that you shall not be entitled to receive a refund for any reason.

As a Backpackers Hostel, NX LONDON HOSTEL reserves the right to deny accommodation at the management discretion. A valid Photo id has to be produced upon check in. Minors, 6 years and older, can only be accommodated when travelling with their parents/ guardians or an authorized adult responsible for them. Minors under 6 years old are not allowed under any circumstances. Extra beds in private rooms can be arranged upon request for £20/night.

No-Show and Late Arrival Policy

Guests are required to arrive and check in on the scheduled arrival date within the stated check-in hours. Standard check-in is available until 1:00 AM (local time).

If a guest or Group expects to arrive after 1:00 AM, prior notification and explicit approval from the property are required. Late check-in is not guaranteed unless confirmed in advance.

Failure to arrive by 1:00 AM on the scheduled arrival date without prior notice will be treated as a no-show. In such cases:

- The reservation is forfeited in full
- All payments remain non-refundable
- The property reserves the right to release the allocated beds/rooms without further notice

Arrivals on a subsequent date without prior agreement do not reinstate the reservation and will not be accepted.

Group Policy

A Group is classified as a party of 8 guests or more. A group reservation remains as 'provisional' until a nonrefundable deposit amounting to 50% of the total booking value has been received by NX LONDON HOSTEL. Once this deposit has been received the group reservation becomes guaranteed and subject to our Group Terms and Conditions. NX LONDON HOSTEL reserves the right to cancel any booking with provisional status once reasonable efforts have been made to contact you. Once the deposit is received a Confirmation clearly stating the deposit paid will be forwarded to you and will also act as your receipt. The remaining 50% of the total fee must be received by NX LONDON HOSTEL no later than 28 days prior to arrival. Please allow an extra 5 working days prior to the payment due date for a bank transfer to clear.



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In the event the reservations remains unpaid 28 days prior to arrival it will be subject to 20% price increase. Should it still be unpaid 21 days prior to arrival, the group reservation will then be cancelled, and the 50% nonrefundable deposit will be retained by NX London Hostel.

Group deposits and payments are nonrefundable. Final numbers can be adjusted, up or down, up to 7 days prior to arrival date. Increases are subject to availability and will be charged at the current applicable rate. Should the number in the group or nights of stay drop below the original booking, any payment received for that portion of the reservation will be forfeited.

The rate may also be reviewed at NX LONDON HOSTEL's discretion. If any of your group fail to arrive, without notification, on the arrival date then the bed will automatically be charged as a non-arrival for all nights of the stay and there will be no refunds. Payments are always non refundable. Should any group members become unruly resulting in complaints from other guests, NX LONDON HOSTEL reserve the right to cancel the group reservation, which will result in early eviction from the property without any monies refunded.

Chargebacks

Please be advised that attempted chargebacks for transactions through our system will be subject to criminal investigation and these individuals will be prosecuted to the fullest extend of the law.

No Reliance on Information

All our services/lodgings are provided "AS IS" The content of our Sites is provided for general information only. It is not intended to amount to advice on which you should rely.

We have no duty to pre-screen content posted on our Sites. Although we make reasonable efforts to update the information on our Sites, we make no representations, warranties or guarantees, whether express or implied, that the content on our Sites is accurate, complete or up-to-date, including, without limitation, room descriptions, cleanliness or noise levels, internet availability, reviews of our property, participation in an interactive community, forum or blog or any other content provided.

To the maximum extent permitted by applicable law, we are not responsible for the accuracy of the property information displayed.

We make no representations about the suitability of the information and services available on our Sites for any purpose.

Guest Behavior

Guests are requested to conduct themselves appropriately at all times and to comply with Hostel procedures and/or requests with regard to conduct and respect for other guests, the property of the Hostel, its employees and their health and safety. We respectfully ask that guests do not disrupt the comfort and enjoyment of other guests, the smooth running of the Hostel, or cause offense to other guests or our members of staff.



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Conduct/behavior that we consider inappropriate/unacceptable includes but is not limited to: creating an inappropriate level of noise and/or drunken or unruly behavior and/or any behavior which other guests or staff find offensive or threatening in any way.

We reserve the right to refuse accommodation or services or remove you and members of your party from the Hostel if, in our reasonable opinion, we consider this provision to have been breached. **Where this is the case shall have no obligation to refund you for lost accommodation, other services or any other loss or expense incurred.** You will be held liable for any damage or loss caused by you or a member of your party. Full payment for any such damage or loss must be finalized promptly and will be charged to any payment method we may hold on file. If you fail to make the payment, you will be responsible for meeting any claims (including legal costs) subsequently made against us as a result of your actions together with all costs we incur in pursuing any claim against you.

NO SMOKING ALLOWED ESTABLISHMENT

NX LONDON HOSTEL is a “NO SMOKING” Establishment. No smoking or use of any other smokable or chewable tobacco or non-tobacco products allowed in any part of the building. (Including, but not limited to cigarettes, pipes, cigars, or snuff) Anyone found in breach will incur a £50.00 fine and might be evicted from the premises. No Refunds will be given.

Pre-Authorization of Additional Charges

By completing your booking with NX London Hostel, you agree and authorize NX London Ltd. to charge the payment method provided at the time of booking for any and all additional fees incurred during your stay, including but not limited to the following:

1. **Late Check-Out Fees:** If you check out after the stated check-out time of 11:00 AM without prior arrangement, a late check-out fee of £15 per person may be applied for departures between 11:00 AM and 3:00 PM.
2. **Early Check-In Fees:** Guests who arrange an early check-in (between 1:00 PM and 4:00 PM) will incur a surcharge of £10 per person, subject to availability and pre-authorization.
3. **Late Check-In Fees:** For guests who arrange a late check-in (between 1:00 AM and 3:00 AM), a surcharge of £10 per reservation will be applied. Check-ins after 3:00 AM are not accepted unless otherwise agreed in writing prior to arrival.
4. **Penalties for Breach of House Rules:**
 - **No Eating/Drinking/Storing Food in Rooms:** A £50 fine will be levied for violations of our food and beverage policies in rooms, as outlined in our House Rules.
 - **No Smoking/Vaping/Alcohol Consumption:** A £50 fine will be charged for any instance of smoking, vaping, or alcohol consumption within the premises.
5. **Damages and Loss:** You will be held financially responsible for any damages caused to hostel property, fixtures, or furnishings during your stay, either intentionally or by negligence. This includes damage caused



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by you or your guests in private or shared areas of the hostel. Charges for damages will be based on the cost of repair or replacement.

6. **Failure to Return Keys:** If a locker key is not returned at the time of check-out, a charge of £10 per key will be applied to your account.
7. **Excessive Cleaning Charges:** Should your room, bed, or any common area you've used be left in a condition that requires cleaning beyond the normal standards of use, NX London reserves the right to charge an additional fee of up to £50 (or a minimum of £25.00) to cover the cleaning costs.
8. **Lost or Damaged Linens/Towels:** A replacement fee of £20 will be applied for any lost, stolen, or damaged linens or towels.
9. **Unreported Late Departures:** If you do not check out by 3:00 PM without making prior arrangements, your card may be charged for an additional night's stay at the prevailing rate plus the aforementioned late check out fee.
10. **Unresolved Disputes or Violations:** In cases of severe or repeated violations of our Terms and Conditions, NX London reserves the right to terminate your stay without refund and to charge any outstanding penalties or fees related to the breach.

Reference to Additional Charges and Fines

In addition to the charges outlined above, guests are reminded that by completing their booking, they also agree to abide by NX London's full Terms and Conditions, which include other applicable fines, surcharges, and penalties. These are detailed in full on the **Terms and Conditions** page on our website, and in the printed leaflet provided to all guests at check-in. Guests are encouraged to familiarize themselves with these policies to avoid any breaches that could incur additional charges.

Pre-Authorization and Payment Terms

By making a reservation, you acknowledge and agree that the credit or debit card provided at the time of booking may be pre-authorized or charged at any point during your stay or after your departure for any fees or penalties described above or within our full Terms and Conditions. You further agree that NX London Ltd. is not required to obtain additional authorization for such charges as these terms are agreed to upon booking.

If the payment method provided is declined, NX London reserves the right to pursue recovery of the unpaid balance using any legal means available, including contacting the guest to provide an alternate payment method. Failure to provide payment will result in a permanent ban from the property and potential legal action.

We may debit the card held on record for reasonable, provable costs arising from an Excessive Cleaning Event under the Clean & Hygienic Use clause, in accordance with the caps in Schedule 1.



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Schedule 1

Ancillary Charges (Excessive Cleaning)

Item	What it covers	Amount / Cap (incl. VAT)	Notes
Extra cleaning labor	Time beyond standard turnaround (see Excessive Cleaning §3)	£35/hour in ½-hour blocks, cap £140 per booking	Time recorded by timeclock; photos available.
Biohazard clean	Bodily fluids requiring PPE/disinfection	Actual contractor invoice + £25 PPE/consumables, cap £250	Copy invoice provided.
Textiles replacement	Mattress protector/duvet/pillow/linen contaminated	Actual replacement cost	Receipts available; replaced items retained 7 days for inspection.
Odor/smoke remediation	Ozone/neutralizer where needed (non-smoking breach handled separately)	Actual cost up to £120	Only if required to return to service.