



# GROUP BOOKING CONDITIONS



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## Booking Confirmation:

Once you agree with the prices offered for the requested date and have indicated your room type preferences, you will receive an official quote

In order to confirm your booking a deposit of 30% of the total amount of your stay is required to guarantee your reservation. The remaining 70% of the booking must be paid up to 2 weeks before your arrival date.

If the payment period is not respected, we reserve the right to cancel or modify the reservation.

## Deposit:

Upon arrival you will be required to pay a 10€ deposit per group member. This deposit must be paid in full and in cash. This deposit covers your key in the event that it is lost and possible damages. Once you check out of the hostel your deposit will be refunded to you in full and in cash, assuming none of the rules and policies have been broken.

## Changes:

If there are changes that need to be made to the amount of people that are in your group you can make these changes free of charge until 15 days prior to arrival. After this, a fee of 100% of the cost of the booking will be charged for making changes.

## Cancellation Policie:

Cancellations after the deposit is made, do not give right to its return. Cancellations must be done by email in order to be confirmed by the hostel.

Cancellations done 60 days prior to your arrival will be penalized with a 15% charge of the cost of the booking. Cancellations done 30 days prior to your arrival will be penalized with a 30% charge of the cost of booking. Cancellations done less than 30 days prior to your arrival will be penalized with a 100% charge of the total amount.

## Guest Information:

At least 1 week before arriving, it is necessary to send the hostel a list containing the required details of each group member. This list will be emailed to you. Important details include first name, last name, date of birth, nationality, document number, issue and expiration date. This information is absolutely necessary in order to ensure that the hostel is complying with local tourist formalities and also for your convenience, it will make your check in much faster and easier.

**Breakfast:**

Breakfast is not included in the price. If you wish to add breakfast to your reservation the cost is 1.50eur per person and day. It's from 8:00-10:00 and consists of a selection of cereals, bread, bakery, butter, jam, chocolate spread, yougurt, fruit, juices, tea and coffee.

**Check in y Check out:**

Rooms are usually available from 2 in the afternoon. If the group arrives earlier, you are allowed to leave your luggage in an enabled room. However, if the group notifies well in advance, our staff will do everything possible to advance the entry.

Check out must be before 11:00.

**Sheets and Towels:**

Sheets and blankets are included. Clients can bring their own towels or rent one for 2 Euros.

**Alcohol:**

You can only consume alcohol in the bar. You cannot bring alcohol from outside the hostel and cannot drink in the area of the bedrooms.

**For further information you can contact our group reservation manager Monday through Friday from 10:00 to 19:00h**

