

A NEW WAY TO STAY IN HOSTELS



GROUPS CONDITIONS **CATS HOSTELS**

BOOKING CONFIRMATION

The official quote will be sent once you agree with the prices offered for the requested date and have indicated your room type preferences. To confirm your booking a **deposit of 30% of the total amount** of your stay is required. 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.

CHANGES

We accept booking changes free of charge until **15 days** prior to arrival. After this period, the prices of the agreed reservation will be applied.

GUEST INFORMATION

At least 1 week before arriving it's necessary to send the hostel a **list containing details** of each group member. This list will be emailed to you. It is important and necessary to fill all the details requested to ensure that the hostel is complying with local tourist formalities and to speed up the check-in time by reducing the waiting time.

CHECK-IN CHECK-OUT

Rooms are usually available from **2.00 pm (Madrid) and 2.30 pm (Porto)**. If the group arrives earlier, there is a luggage room free of charge. However, if the group notifies well in advance, our staff will do everything possible to advance the entry. Check out must be before **11:00am** and luggage can be drop at the storage as well.

DEPOSIT

Upon arrival you will be required to pay a deposit in cash per group member (**€10 in Madrid / €5 in Porto**). This deposit covers the key, sheets, blankets and possible damages. It will be refunded in cash after check-out, assuming none of the rules and policies have been broken. This policies document must be signed by the group responsible during check-in. Clients can bring their own towels or rent one for €2.

CANCELLATION POLICIES

Cancellations must be done by email in order to be confirmed by the hostel:

- **Cancellations done 60 days prior to your arrival:** We will refund 15% of the deposit.
- **Cancellations done 30 days prior to your arrival:** There is no refund of the deposit.
- **Cancellations done less than 30 days prior to your arrival:** We will charge 100% of the booking cost.

BREAKFAST

Breakfast consists of a selection of cereals, bread, bakery, butter, jam, chocolate spread, yogurt, fruit, juices, tea, and coffee. It is served from **8:00 to 10:30** every day in Madrid and from **8:00 to 10:00** every day in Porto and has an additional cost.

ALCOHOL

It is strictly forbidden to consume alcohol purchased outside the hostel in the rooms and/or common areas. Our bar opens every day and offers a variety of drinks at cheap prices. Alcohol will not be sold to groups under 18 years old.

For further information, you can contact our group reservation manager Monday through Friday from 10:00 to 19:00. During your stay, you can contact our reception for assistance 24/7.