

A NEW WAY TO STAY IN HOSTELS



GUEST CONDITIONS

CATS HOSTELS

MODIFY BOOKING

- You can modify your booking if you have chosen the flexible rate, by contacting the hostel directly. If you have chosen the non-refundable rate and have paid your reservation in advance, we will not be able to modify it.

CANCELLATION POLICY

- You can cancel free of charge up to 24h before the arrival date.
- If you do not cancel within the deadline and you do not show up at the hostel on the arrival date, you will be charged the first night on the card provided.
- Cancellations of non-refundable rate reservations will not be entitled to a refund of the amount previously paid.

CHECK-IN AND CHECK-OUT

- Check-in can be done from 14:00 (Madrid) 14:30 (Porto). If the room was available before, we will try to advance the entrance.
- A passport or government issued identity card with photo is mandatory to check you in.
- The check-out can be done until 11:00. Failure to comply with this rule could result in the loss of the deposit. There is the possibility of late check-out for € 5 provided that you consult with reception in advance and there is availability.

PROHIBITIONS

- It is forbidden to consume drugs inside the hostel.
- It is forbidden to consume alcohol purchased outside the hostel both in rooms and in common areas. We have a bar with low prices that is open every day.
- It is not allowed to bring people who are not staying at the hostel into the rooms.

BOOKINGS

- If you want to be in the same room with your friends, but you have booked separately, contact the reception and we will do everything possible to accommodate you in the same room.
- A booking of 10 people or more is considered a group booking and must be made through the group reservations department by email. Otherwise, we reserve the right to cancel it without refund.

DEPOSIT

- A cash deposit of € 10 (Madrid) or € 5 (Porto) per person is required as a deposit, which will be returned at check-out if there are no damages
- The loss of the key or the breach of the rules of the hostel, entails the loss of the key deposit, but depending on the seriousness of the matter, the sanction may be higher.
- The key opens the room and a personal locker. The hostel is not responsible for the loss of personal items that are outside the lockers.

EXTRAS

- The hostel provides all the bedding. You can rent a towel for € 3.
- Breakfast is served everyday from 8:00 to 10:30 in Madrid and from 8:00 to 10:00 in Porto. At Cats Madrid Lavapiés and Cats Porto it is included while in Cats Madrid Sol it has an additional cost.

UNDER AGE GUESTS

- At Cats Madrid Lavapiés and at Cats Porto, we only accept under 18 years old who are accompanied by an adult and have booked in a private room.
- In Cats Madrid Sol we do not accept people under 18 years old.
- We reserve the right to cancel, without refund, all the booking that do not meet this requirement.

For any questions, you can contact our reception:
Cats Madrid Sol - madridsol@catshostels.com
Cats Madrid Lavapiés - madridlavapies@catshostels.com
Cats Porto - porto@catshostels.com