

GENERAL CONDITIONS

- Bookings of more than 12 people are considered groups.
- We will do our best to accommodate you in the same floor, but due to the building layout, it may not always be possible.
- At least 10 days before arriving it's necessary to send the hostel the rooming 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.
- Meals are not included in the price. We can serve breakfast buffet, lunch picnic and 3 course meal for dinner. We have breakfast only, half board and full board available.
- Towels are not included. In the case of needing them, they must be requested at check in and pay a rental of 1€ per person.

PAYMENT POLICY

- 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 within 15 days of receiving the quote.
- 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.
- All payments must be made by bank transfer to our designated account.

CANCELLATION POLICY

- Cancellations must be done by email in order to be confirmed by the hostel:
 - Cancellations done +30 days prior to your arrival: There is no refund of the deposit. Cancellation fee: 30%.
 - Cancellations done less than 30 days prior to your arrival: We will charge 100% of the booking cost.
- Modifications on the reservation are allowed up to 15 days prior to your arrival. After this, a fee of 100% of the cost of the booking will be charged for making changes.

ARRIVAL AND DEPARTURE

- Check in time is from 3h30 pm.

- 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.
- Upon arrival, you will receive the house rules. This document must be signed by the person in charge of the group during check-in.
- We will request, at that time, a deposit of €10 per person. This deposit covers the key, sheets, duvets, possible damage and fines for breaking the rules, and is a group deposit, not an individual one.
- The entire amount will be paid in cash at the check in and will be refunded between 24 and 48 hours after check-out, assuming that none of the rules have been breached, and after checking the status of the rooms.
- Check-out must be before 11:00 a.m. and luggage can be stored in our luggage room.
- If rooms are not vacated by check out time, or you do not return your key, we reserve the right to keep the deposit paid.