

# **Booking, Payment and Cancellation Conditions**

Reservations are accepted only in written form using the web form, by e-mail or by post. Reservations must contain contact details (name, surname, email, phone) and the desired date of stay and range of services (number and type of rooms, etc.) There are two basic types of reservations: individual reservations and group reservations.

## **Individual reservations**

### **Guaranteed reservations**

A guarantee is usually required to make a reservation. As a guarantee the hostel accepts either a payment card or a deposit up to 100% of the price of reservation. The amount of deposit is stated individually according to the booked term. The hostel reserves the right to authorize an amount for the first night of the total price in case of a payment card guarantee. The hostel reserves the right to cancel the reservation if an invalid payment card is provided, or if there are insufficient funds in the client's account. For online payments and for payments without the client being physically present we send electronic invoices only.

### **Non-guaranteed reservations**

If the reservation is not guaranteed it is held till the confirmed time of arrival only and will be canceled on later arrival.

## **Cancellation conditions**

For all types of reservations, if the client does not arrive on the first day of stay, the hostel has the right to cancel the reservation without compensation.

### **Non-Refundable reservation**

In case of no-show, late arrival, modification, or cancellation of the Non-Refundable reservation the amount of 100% of the total price will be charged, or if paid upfront the client will not be entitled to any refund.

### **Flexible Non-Refundable reservation**

After expiration of the free cancellation period, that is stated individually for each reservation, in case of no-show, late arrival, modification, or cancellation of the Flexible Non-Refundable reservation the amount of 100% of the total price will be charged, or if paid upfront the client will not be entitled to any refund.

### **Standard reservations**

Other reservations can be canceled or the number of reserved beds reduced without charge up to a specified date prior to arrival. Late cancellations or no-shows will be charged the first night of the total price of the reservation. If the number of beds is later reduced, a fee of 100% of the unused beds will be charged.

## **Group reservations**

### **Payments**

For group bookings, we require payment of a deposit in advance. The amount of the deposit is determined individually.

### **Damage deposit**

A cash deposit will be required on arrival to cover any damages. The deposit will be refunded on the day of departure, less any damages. The amount of the deposit will be determined individually.

### **Reducing number of persons**

The number of persons in the group can be reduced only once and only up to 10% of the total number of persons. In case of reduction of more than 10% of the total number of persons a surcharge will be charged for the unused beds according to the date of change, see Cancellation conditions.

### **Cancellation conditions**

Cancellation terms are determined individually and are always included in the booking confirmation.

## **General provisions**

Reservations are always subject to the cancellation policy included in the booking confirmation.

The hostel only provides short-term accommodation for a maximum of 14 days.

### **Exceptional circumstances**

The hostel reserves the right to move the confirmed reservation to another accommodation facility of the same standard in case of exceptional circumstances (technical breakdown, etc.). In this case the hostel will not refund any settled deposits. This paragraph is valid both for individual and group reservations.

These conditions are valid from 27 March 2023.