Booking, Payment, and Cancellation Conditions

We accept reservations only in written form via the web form, by email, or by post. Reservations must include contact details (first name, last name, email, phone number) as well as the requested dates of stay and scope of services (number and type of rooms, etc.).

We distinguish between two basic types of reservations – individual reservations and group reservations.

Individual Reservations

Guaranteed Reservation

In most cases, depending on the dates, reservations must be guaranteed with a payment card or a deposit determined individually up to 100%. In the case of a payment card guarantee, the hostel reserves the right to pre-authorize the amount of the first night of the total reservation price. If an invalid card is provided or in the event that the client has insufficient funds in their account, the hostel has the right to cancel the reservation. For online payments or payments made without the physical presence of the client, we issue invoices only in electronic form.

Non-guaranteed Reservation

In cases where a guarantee is not required, the reservation is held only until the pre-confirmed arrival time. In the event of a late arrival, the reservation is forfeited.

Cancellation Policy

If the guest fails to arrive on the first day of the stay, the hostel has the right to cancel the reservation without compensation.

- **Non-refundable Reservation**

  In the event of a change, cancellation, no-show, or late arrival, a fee of 100% of the total reservation price will be charged, with no entitlement to a refund of the deposit paid.

- **Flexible Non-refundable Reservation**

  After the expiration of the free cancellation period, which is set individually for each reservation, a fee of 100% of the total reservation price will be charged in the event of a change, cancellation, no-show, or late arrival, with no entitlement to a refund of the deposit paid.

- **Standard Reservation**

  For other reservations, the reservation can be canceled or the number of booked beds reduced without fee up to the specified day prior to arrival. In the case of a later cancellation or no-show, a fee amounting to the first night of the total reservation price will be charged. In the case of a later reduction in the number of beds, a fee of 100% of the price of the unused beds will be charged.

Group Reservations

Payments

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

Damage Deposit

Upon arrival, a cash deposit will be required to cover potential damage. The deposit will be refunded on the day of departure after deducting any damages. The deposit amount will be determined individually.

Reduction in Number of Persons

A reduction in the number of persons in a group is permitted only once and by a maximum of 10% of the total number of persons in the group. If the number of persons is reduced by more than 10%, a fee based on the price of unused beds will be charged according to the cancellation date.

Cancellation Policy

Cancellation conditions are determined individually and are always part of the reservation confirmation.

General Provisions

Reservations are always governed by the cancellation policy included in the reservation confirmation.

The accommodation facility provides short-term accommodation only, up to a maximum duration of 14 days.

Each guest must present a valid ID card or passport upon arrival; otherwise, accommodation will not be provided.

Persons under 18 years of age will be accommodated only when accompanied by an adult or with written consent from a parent/legal guardian.

Extraordinary Circumstances

The accommodation facility reserves the right, in the event of extraordinary circumstances (technical fault, etc.), to relocate a confirmed reservation to another accommodation facility of similar quality without entitlement to a refund of deposits already paid. This provision applies to both individual and group reservations.

These terms and conditions come into effect on March 27, 2023.