

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:

1. **Individual reservation** for 1 – 14 persons
2. **Group reservation** for 15 and more persons

Individual reservations

Payments

1. **Guaranteed reservation**

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.

2. **Non-guaranteed reservation**

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

Cancellation conditions

1. **Non-Refundable reservation**

In case of no-show, late arrival, modification, or cancellation of a 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. If the client does not arrive on the first day of stay, the hostel has the right to cancel the reservation without compensation on the next day.

2. **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 a 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. If the client does not arrive on the first day of stay, the hostel has the right to cancel the reservation without compensation on the next day.

3. **New Year's Eve stays overlapping with 28 December - 1 January**

For guaranteed bookings with a stay overlapping with the 28 December to 1 January dates, it is possible to cancel or reduce the number of persons without charge until midnight on 31 October of the year of arrival. Late cancellations or no-shows will be charged 100% of the total price of the reservation. If the client has paid in advance, he/she is not entitled to a refund. If the number of beds is later reduced, a fee of 100% of the unused beds will be charged. If the guest does not arrive on the day of the start of the stay, the hostel has the right to cancel the reservation the following day without refund.

4. **Other reservations**

For other guaranteed bookings, the reservation can be cancelled or the number of reserved beds reduced without charge until midnight of the 3rd day prior to arrival (unless the booking is confirmed with a different free cancellation period). 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

The deposit 70% of the total price must be settled 52 days before arrival, unless otherwise confirmed. The remaining 30% of the total price is payable on arrival.

Damage deposit

The hostel requires a damage deposit at the amount of CZK 550 / EUR 20 per person. The deposit is payable on arrival and will be returned on departure after deduction costs for damages.

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

1. New Year's Eve stays overlapping with 28 December - 1 January

Reservations can be cancelled free of charge until midnight on 31 October. Late cancellations or no-shows will be charged 100% 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. In the event of any subsequent changes to the cancellation policy, the hostel reserves the right to cancel the reservation or change the terms and conditions of the reservation.

2. Other reservations

Unless otherwise confirmed, the following applies:

52 – 21 days before arrival 30% fee of the total amount

20 – 14 days before arrival 50% fee of the total amount

13 – 4 days before arrival 85% fee of the total amount

3 and less days before arrival 100% fee of the total amount

(The property reserves the right to set the dates individually for each reservation.)

General provisions

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 11 November 2021.