

GROUPS GENERAL RULES

Urbany Hostels Team

1-Booking

-To request a booking fill in the form you'll find in our website or send an email to groups2@urbanyhostels.com

-As soon as possible you will receive a reply with availability and prices for the dates requested.

-If you confirm it, you will receive an estimation for the stay divided for room type, number of beds, weekend extra and additional facilities.

-If you agree with it you'll need to confirm the reservation paying 30% of the total amount as a deposit. Only with this payment the reservation will be guaranteed

2-Payment

Group reservations need to be guaranteed with a 30% deposit. The remaining 70% of the booking needs to be paid 15 days before arrival. It is possible to pay by Visa, MasterCard and bank transfer. **In case the group do not pay 3 days before the date of the check-in, we will consider the group cancelled.** In case of credit card payments there will be a 2% extra charge.

3-Rooming List

At least 2 weeks before the arrival, it is necessary to send a rooming list. You need to specify first names, surnames, ID, gender and the distribution customers wish to have in rooms. In case we don't receive the rooming list one week before the arrival, it won't be possible to check-in before 18.00.

4-Cancellations

-Cancellations need to be done by email or fax. Cancellations done through the telephone won't be accepted.

-Cancellations done 60 days before the arrival will be penalised by a 15% of the total amount.

-Cancellations done 30 days before the arrival will be penalised by a 30% of the total amount.

-Cancellations done 14 days before the arrival will be penalised by the 100% of the total amount.

5-Changes

-To reduce more than the 10% of the group original size done between 30 and 15 days before the arrival, it will be charged a 10% of the correspondent amount.

-To reduce the group original size 11 to 14 days before the arrival, it will be charged a 15% of the correspondent amount.

- To reduce the group original size 3 to 10 days before the arrival, it will be charged a 25% of the correspondent amount.

- To reduce the group original size 2 days before the arrival, it will be charged a 100% of the correspondent amount.

- For any changes or cancellations in the meals service, is necessary to inform 7 days before the first service day, after these days will be charged 100% of fees.



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6-General rules

- Bed linen, blankets, breakfast and internet access are included in the price.
- Towels aren't included in the price and you can rent them for 2€ for the whole stay.
- Check-out is at 10.30. Late check-outs will be penalised with 10€ charge. This doesn't give the right to spend the night in the hostel. Check outs after 12pm might be charged an additional night.
- Payment of the entire length of stay will be charged at the moment of the check-in. An additional deposit of 10€ per person will also be taken and will be returned at check-out, once door and locker keycard and the bed linen has been returned.
- All guests must show a valid Photo ID upon arrival.
- Guests younger than 18 years old travelling alone and guests with children under the age of 10 must book a private room.
- Guests checking-out before the pre-arranged check-out date may not be due a refund of the price paid on arrival.
- We do not accept pets.
- The hostel reserves the right to refuse admission or finish the stay of the group at its discretion, without having the right in no refund.
- The hostel reserves the right to request a new deposit if the original has been spent for any reason.
- The hostel reserves the right to refuse admission or to end a stay at its own discretion.
- All guests will behave with respect towards other clients and hostel staff and will be responsible of their own acts during the stay on our premises.
- If details provided at the moment of the booking are incorrect the reservation won't be confirmed.
- Where it is apparent that a guest is unhappy with their accommodation largely because they have been misinformed about the nature of Urbany Hostels product, you will be charged 100% for any nights they decide not to stay and you will be responsible for finding them alternative accommodation.
- Our prices are calculated according to the current tax norms. In case of any changes in tax regulations, the new norms will be implemented on the same (original) tax base.
- Whenever possible we will make sure that all reservation for more than one person will be allocated in the same dorm.
- By booking a bed in a dorm the guest accepts to share the room with other people. If the guests doesn't wish to share with anyone will have to pay the all the unoccupied beds or book a private room.
- Tour operators and agency can't make bookings through out booking engine or our group booking request form. They will have to get in contact with us by email.
- The use of the pool and the gym is only free for individual reservations. For groups reservations is necessary ask availability and prices.
- Luggage room is only free for group bookings but we have limited availability so is necessary to request it in advance.

For any additional information, please contact the reservation head office:



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