

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 groups@urbanyhostels.com
- In 48 hours 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 credit card or 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 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 any specific request.

4-Cancelations

- Cancellations need to be done by email or fax. Cancellations done through the telephone won't be accepted.
- Cancellations done 60 days before arrival will be penalised by a 15% of the total amount.
- Cancellations done 30 days before arrival will be penalised by a 30% of the total amount.
- “No show” needs to be totally paid.

5-Changes

- Group original size reductions done 15 days before the arrival won't be charged.
- To reduce the group original size 11 to 15 days before the arrival, it will be charged a 5% of the correspondent amount.
- To reduce the group original size 3 to 10 days before the arrival, it will be charged a 15% of the correspondent amount.
- To reduce the group original size 2 days before the arrival, it will be charged a 25% of the correspondent amount.
- To reduce the group original size 1 day before the arrival, it will be charged a 100% of the correspondent amount.

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-in needs to be before 18.00 on the date booked, unless by previous arrangements, or risk losing the reservation.



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- Check-out is at 10.30. Late check-outs will be penalised with 5€ charge. This doesn't give the right to spend the night in the hostel.
- 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 cards and linen has been returned.
- 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 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.
- 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.

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



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