



Terms and Conditions

ONLINE BOOKINGS

Terms and conditions :

- **Check-in** is possible from 08.30AM, access to the rooms only from 12:00AM.
- Payment is due upon arrival; you can pay cash or by credit card.
- **Check-out** is 10:00 at the latest. We have a locker room where guests can leave their luggage until departure time, and they can stay in our common areas and use our facilities until then.
- We have a **48h cancellation policy**. Late cancellations and no shows shall be charged the equivalent of the first night. We only accept cancellations by email. Not by phone.
- We only accept **booking modifications** by email, from the person who made the booking. Note that 10% of the total amount of the reservation costs represent administrative fees, and are non-refundable.
- Reservations made on the website of the hostel are **non-refundable**.
- When you book several beds under the same name, we try as much as possible to put you in the same room.
- A reservation for 10 persons or more is considered a **Group Reservation**. It is necessary to request them by mail to : groups @hello-hostel.eu.
- We have an **age-restriction** for dorms. If you are older than 40 years we ask you to book a private room (2 beds in a 2-bed dorm). We remind you female dorms are for women only.
- **Lost or non-returned keys** shall incur a charge of 15€ to your credit card.
- **Smoking** in the hostel is strictly forbidden, a 50€ fine is applicable.
- Animals are not allowed in the building.
- Bedsheets are included in the price per person and not per night.
- **Breakfast** is included and served in the common area between 06:30 and 10:00 AM.
- There is an equipped self-service kitchen that can be used to prepare meals.
- The use of computers and WIFI in the common room is free of charge.
- There is a bar within the premises of the hostel.
- The hostel declines all responsibility in case of theft or loss of personal objects.
- The guest must obey internal rules of the hostel, as well as usual social harmony rules and all instructions coming from the director of the hostel.
- All damages caused in the hostel by guests are to be immediately paid for, after proper evaluation of damages. If those damages are noticed after the guests departure, they will be paid by bank transfer.
- The hostel reserves the right to refuse admittance.