

# TAPIR HOSTEL

## RULES AND REGULATIONS



### 1. GENERAL RULES

- Tapir Hostel is open 24/7. Check-in time starts from 3.00 PM and check-out time ends at 12.00 PM.
- Guests must fill in the registration form and pay for the stay (Polish Zloty / PLN or credit card) latest on arrival.
- Quiet time is between 12.00 AM and 6.00 AM and silence must be kept in the hostel during that time.
- Between 10.00 PM and 8.00 AM all people who are not our Guests or members of the staff cannot be in the hostel area.
- From 12.00 PM to 3.00 PM the hostel is cleaned, therefore you might experience difficulties using common areas.
- The hostel is a non-smoking area. You are only allowed to smoke outside of the building.
- All our dormitories are mixed sex but people cannot share one bed in dormitories.
- A self-catering kitchen is available 24/7 with all facilities to our Guests. Guests are welcome to clean after themselves.
- The conveniences granted free during the stay are: a bedding, a towel, Wi-Fi, lockers in the rooms, renting of a hair-drying and ironing machine, tea and coffee.
- Gambling is prohibited in the hostel.
- Tapir Hostel reserves the right to refuse accommodation to anyone or end the stay, before the reservation finishes, whose behavior does not meet the standards (eg. aggressive behaviors, being drunk or annoying other Guests and staff through loud and impolite behavior). In such cases no money will be refunded to the Guests.

### 2. BOOKINGS

- If you need a confirmation of your stay, you need to let us know while making the reservation as different rules apply.
- The ways to reserve a bed are: hostelworld.com, hostelbookers.com, e-mail, phone, Facebook fanpage, directly in the hostel.
- For longer stays and group bookings made by: an e-mail, a phone, a Facebook fanpage or directly in a hostel we need 50% of the total cost of the stay prepayment. For reservations made only for a night we reserve the right to require 100% prepayment, depending on the current number of available beds.

### 3. CANCELLATION POLICY

- *Cancellation of reservations rules from external services* (such as hostelworld.com and hostelbookers.com) apply. Your credit card will be charged only: in cases of "no show" or if you cancel or change the date of your reservation with less than 24 hours notice. (i.e. after 3 PM on the day before you are due to arrive). The amount charged will be the total of the first night of your reservation. You will also lose your deposit which is non-refundable.
- *Cancellation of reservations made by phone, e-mail, Facebook fan page or directly in the hostel.* In cases of "no show" we will not refund any money. You need to contact us about any alterations of your booking at least 24 hours before your check-in time (3 PM on the day before the day of the arrival).
- *Cancellation of the stay while already in the hostel.* You have the right to shorten your stay but before any payment is made, as we do not refund any money. The 24 hours cancellation policy applies.
- *Exception:* if you need a confirmation of the stay eg. for the Embassy, we request the whole payment in advance and after we send the confirmation the cancellation is not possible. We do not refund any money in such cases.

### 4. ADDITIONAL PAYMENTS

- All the unnecessary damage is being covered by the ones who caused it. In any case of the property damage we reserve the right to charge your credit card to cover our losses.
- Loosing or not returning room keys at check-out time costs 20 PLN per key.
- Using an extra bedding from another bed or an extra towel costs 5 PLN each time.
- For checking-out after 12 PM but before 3 PM you will be charged 25% of the cost of the night stay.
- For checking-out after 3 PM you will be charged 100% of the cost of the next night stay.
- For smoking inside the building you will be charged 200 PLN additional payment per occurrence.
- For violation of the silent hrs you will be charged 100 PLN per person plus the cost of refunding a night stay to others.
- Any other violations and damages caused by the Guests will be charged accordingly to all the costs that may occur (for example: causing a false fire alarm).

### 5. COMPLAINTS

- Any complaints regarding any services provided by Tapir Hostel should be made during the stay of the complaining Guest and addressed to the hostel's staff in a written form.
- For any complaints made in a different form especially after the stay is finished, the hostel reserves the right to not start the complaint procedure.