



## Terms and Conditions

### GENERAL RULES

- ✓ Bed linen, blankets and Internet access are included in the price.
- ✓ Towels aren't included in the price and you can rent or purchase them in the reception. Breakfast is not included in the price.
- ✓ Fitness Area & swimming pool access costs 7,14€/entry/person.
- ✓ Check in starts at 14:00 Hours
- ✓ Checkout is at 10:00. Late checkouts will be charged with 10€/Person. This doesn't give the right to spend the night in the hostel.
- ✓ Checkout after 12:00 will be charged with an extra night.
- ✓ Later check-out times may be possible by prior arrangement (and at the Hostel's discretion) however in the absence of such prior arrangement; failure to check-out by 10am may result in the Customer being charged for an additional night's accommodation at the standard applicable Rate.
- ✓ An ID card, driving license or passport will be required at the check-in.
- ✓ Payment of the entire length of stay will be charged at the moment of the check-in.
- ✓ Guest's checking out before the pre-arranged checkout date will not be due a refund of the price paid on arrival.
- ✓ Guests younger than 18 years old travelling alone and guests with children must book a private room.
- ✓ We do not accept pets.
- ✓ Smoking is not permitted in any indoor public areas of the Hostel.
- ✓ Smoking is not permitted in any rooms.
- ✓ Alcohol is not permitted in any indoor public areas of the Hostel.
- ✓ Alcohol is not permitted in any rooms.
- ✓ The Hostel fully complies with all laws from time to time in force regulating the treatment of, and provision for, disabled Customers.
- ✓ Customers with any special requirements pertaining to a disability should inform the Hostel of the same prior to their arrival.
- ✓ We inform you that maximum stay at Bcnsporthostels is one month.
- ✓ 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 reservations for more than one person will be allocated in the same dorm. But this is not guaranteed.
- ✓ By booking a bed in a dorm the guest accepts to share the room with other people. If the guests don't wish to share with anyone will have to pay the all the unoccupied beds.
- ✓ Tour operators and travel agencies can't make bookings throughout booking engine. They will have to get in contact with us by email. All the information shown in this web site and its booking engine is for individual customers use. To get more information about the group rules (10+ people) please get in touch with our group department ([groups@bcnsporthostels.com](mailto:groups@bcnsporthostels.com)).
- ✓ In case that we detect multiples reservations for the same dates, for more than 10 people and under the same name, our group department will get in touch with the customer and it reservation will be deal as a group booking. Rates won't be the same. These 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.
- ✓ In case that we detect a reservation for 10 or more nights, the hostel will charge the 50% of the total amount as an extra guarantee of the booking. Failing to pay this amount will result in your booking being cancelled. This deposit is not refundable. Total payment will have to be arranged with the property at least 14 days prior to arrival. Cancellation policy: No cancellations or amendments will be allowed 14 days or less prior to arrival will in 100% cancellation fee.
- ✓ The Hostel may, from time to time, change these Terms and Conditions without notice, however it will use its reasonable endeavors to inform Customers as soon as is reasonably possible of any such changes.
- ✓ Please note that a tourist tax of 0,72€ per person per night will apply for the first 7 nights.

## CANCELLATION POLICY

- ✓ Cancellations need to be done by email. Cancellations done through the telephone won't be accepted.
- ✓ Cancellations done 72 hours before the arrival day will be penalized with the first night of your reservation.
- ✓ Cancellations done less than 72 hours before the arrival will be penalized with total amount of your reservation.
- ✓ In case of no-show total amount of your reservation will be charged.
- ✓ For bookings made through other websites, please notice that you need to get in touch with the page about the booking fee and the deposit. Otherwise we will cancel the booking and we won't refund any amount.

## PAYMENT DETAILS

- ✓ Payment Policies
- ✓ We will charge the first night when you make the reservation, in case of cancellation, we won't refund this amount.
- ✓ We only accept Visa and Mastercard and cash.