



RULES OF TRENTO HOSTEL

Trento, 20 March 2023

Staying in the hostel differs from a normal hotel. The hostel is an accommodation facility available to guests for a limited period of time in which mutual respect is the fundamental value. Rates include **bed linen rental** (no towel) and **breakfast**.

- 1) Each booking method (on-line, telephone, in person, etc ...) implies full acceptance and compliance with these regulations, which can be supplemented separately by additional notes from the Management;
- 2) Guests must:
 - I. Upon arrival: show an identification document which will be held for the time necessary for registration; occupy the assigned bed;
 - II. During the stay: observe the opening hours of the hostel and collaborate in respecting order and cleanliness.
 - III. Upon departure: return the linen supplied (2 sheets and 1 pillowcase) which were delivered upon arrival. The assigned room must be returned by the Guests with the wardrobe keys and the magnetic card, by 10.00 am on the day of departure.
- 3) The management reserves the right not to admit people who are not in perfect sobriety and cleanliness.
- 4) Payment for the stay is always in advance and when the guest receives the keys, during office hours (from 15.00 to 21.00). Guests are registered, during office hours (from 15.00 to 21.00), by handing over a valid identity document. The receipt must be collected upon payment. The loss of the keys and / or the magnetic card incurs a charge of 20.00 Euros each.
- 5) If the guests wishes to extend the stay, they must inform the management by 10.00 am on the day before the scheduled departure. On the basis of availability, an extension of the stay will be accepted or not.
- 6) The assigned room is delivered to the guest by 5.00 pm, or as soon as possible. If waiting, guests can wait in the entrance area or in the TV room.
- 7) Guests who fail to free a bed by 10.00 am on the day of departure must pay for the next night, and they are able to continue using it, if it's available.
- 8) Breakfast is served from 7.30 to 9.00 in the restaurant.
- 9) The management has the right to interrupt a stay if they deems it necessary.

- 10) It is not allowed to welcome or host anyone in the rooms who is not registered with the hostel management.
- 11) In all areas of the hostel (indoors and outdoors), guests are required to behave appropriately for community life, and therefore be inspired by respect and politeness.
- 12) Inside the hostel it is forbidden to:
- I. disseminate political and sectarian propaganda;
 - II. smoke anywhere in the building;
 - III. improperly use wardrobes, beds and accessories.
 - IV. camp or do any other type of activity in the garden that is not authorized by the management.
 - V. use personal sheets or sleeping bags.
 - VI. introduce animals not allowed by the management.
 - VII. use any type of oven or stove in the rooms.
- 13) Any damage caused by a guest must be paid for. Any voluntary damage constitutes a crime punishable by the penalties provided for in the Criminal Code (Article 635).
- 14) Any complaints, difficulties or damages must be reported to the management;
- 15) For civil coexistence, it is advisable to respect those who rest and those who sleep, without disturbing the public peace, especially from 11.00 pm to 7.00 am.
- 16) The hostel does not assume any responsibility for damage and theft to property kept inside the structure or in the external areas of the hostel;
- 17) The internal car parking lot is unattended. It can be used after payment of a daily fee, subject to the availability of places. With paying the fee and using the parking lot, the driver declares to have read and accepted the conditions stated here and exempts the management from any responsibility for damage, theft and / or tampering with cars, motorcycles and bicycles, as well as goods of any type present in or with the vehicles.
- 18) The maximum period allowed for a stay is 15 consecutive days.
- 19) Cancellations of individuals and small groups of up to 6 people are subject to the following penalties:
- For cancellations more than 30 days before arrival: 10% of the entire stay.
 - For cancellations less than 30 days before arrival: 30% of the total amount of the stay.
 - Penalty for failure to check-in (no-show) is THE FULL AMOUNT FOR THE STAY.
 - Penalty for early check-out is payment of THE FULL AMOUNT OF THE STAY.
- For cancellations by groups of more than 6 people, the following penalties apply:
- 10% for cancellation earlier than the 31st day before the date of arrival;
 - 50% between the 30th and 8th day before the date of arrival;
 - 75% between the 7th day and the day before the start of the stay;
 - 100% for cancellation less than 24 hours before arrival time or for no show.

Manager of Trento Hostel

Dr. Francesco Serafini

OSTELLO GIOVANE EUROPA DI TRENTO