



# Rules and regulations

## General provisions

1. The hostel reception is open at scheduled times.
2. Silence from 10 pm to 7 am is required in the hostel. The behaviour of guests and persons using the hostel services should not disturb the stay of other guests.
3. The Hostel is under video surveillance.
4. Check-in begins at 3 p.m and check-out ends at 10.00 the following day, up to that time the room should be vacated , and the key returned to the reception.
5. There is a possibility of an early check-in or late check-out. If you need any, please contact the Reception prior to your arrival.
6. Staying in the room or leaving personal items after 10:00 is regarded as an extension of the stay and the hostel shall charge the fee for another hostel night at the full day price. In case of the guest's absence the hostel staff may pack the belongings left in the room and move them to the luggage storage.
7. The request to extend the stay beyond the period indicated on the day of arrival should be reported by the Guest at the reception desk before 9 am on the day on which the stay period expires. Hostel Tara takes into account the request to extend the stay if the situation allows it. In case of extending the stay the Guest is required to pay for the extension at the check-in desk the moment the Reception confirms the extension.
8. The basis for registering the guest is the presentation of identification document with a photograph (ID card, driving licence, passport ) to the reception desk employee and signing the registration card. All charges for the reserved accommodation are paid upon arrival.
9. The Hostel provides free WiFi connection to all its Guests. The WiFi connection is protected by password which can be obtained at the reception desk.

### Reservations and fees

1. The reservations may be done via phone, e-mail, the reservation form available on the website of the Hostel Tara as well as via one of many booking portal.
2. The Final Booking shall be followed with making payment of the deposit. Payments must be made to the account number provided by the the Hostel receptionist. The account number is also available on the Hostel website. Failure to pay or send

confirmation of the transfer within a period specified by the person receiving a particular reservation shall result in its cancellation.

3. Please note that certain rates or special offers are not eligible for cancellation or change. The Hostel reserves the right to nonrefundable downpayments for the reservations at certain periods. In the event of circumstances mentioned above, the Guest will be informed of the situation, via phone or e-mail, prior to confirming the reservation and shall be asked to pay in full for his stay in advance in order to confirm the reservation. For confirmed reservation in the abovementioned situation or no-arrival at the declared date of arrival the downpayment is non-refundable.

4. If you have a late or delayed arrival on the check-in date or only arrive the next day, make sure to timely inform the Hostel so the Reception knows when to expect you to avoid cancellation of your reservation or room or charge of the no-show fee.

5. The downpayment shall be refundable if the reservation will be canceled no later than 3 days before the declared date of arrival. Should the cancellation be made later than or not at all that the downpayment is non-refundable.

6. At certain periods the Hostel may require a minimum stay of 2 or more nights in order to confirm the reservation. In such cases the Guest shall be asked to pay for the stay in full in order to confirm the reservation. Failure to pay or send confirmation of the transfer within a period specified by the person receiving a particular reservation shall result in its cancellation.

7. In case of failure to cancel the reservation the downpayment is non-refundable .

8. Should the Guest shorten his stay, the payments charged for the unused nights shall be non-refundable and there are no grounds for refund.

9. The Guest is required to pay for his stay in full prior to check – in at the Hostel's reception desk.

10. Price per night is not constant, and shall depend on the availability of rooms in the Hostel. Current prices are available on the website of the hostel and they depend on the season and seasonal special offers.

11. The request for an invoice should be made while making reservation or at check-in. Invoices are issued upon a relevant receipt. In case of losing the receipt, the invoice cannot be issued.

12. Making a reservation is unequivocal with reading and accepting the provisions of the Hostel's Regulations.

13. Minors may check-in at the hostel upon presenting the parent or guardian permission form. The permission form must include the contact details of the legal guardian as well as the number of ID card and clear signature of the guardian. The person who books the room for a minor is liable for damages regardless of whether she stays with the minor in the room or not.

## **Group reservations**

1. If you wish to organise a group of 14 or more you can benefit from our special conditions for groups. The payment arrangements shall be made individually for each group during the reservation process.
2. Cancellation terms are established individually for each group. Cancellation policies may vary depending on the type of reservation and season.
3. Every group is required to have a leader, regarded as the Group Leader, who is responsible for making and paying for the booking and is the main point of contact before, during and after the stay. For all group bookings, Hostel TARA must have a direct mobile telephone contact with the Group Leader whilst travelling, and a contact email address.
4. The Group Leader takes full responsibility for all the members of the group and will be liable to any damage to the property done by the members of the group.
5. A 50 EUR/200 PLN (for groups up to 39 persons) or 100 EUR/400 PLN (for groups larger than 40 persons) security deposit is required from the Lead Person at time of the payment. This is held against any damages/costs incurred at the hostel as a result of the booking.
6. This deposit will be refunded in full if no damages are caused by the group while staying at Hostel TARA. Damages and expenses incurred by the hostel due to the actions of the group will be deducted from the security deposit. Any expenses incurred beyond the limits of the deposit will be sought from the group leader(s). It is a condition at booking that the group leader(s) accept this liability.

## **Provisions governing hostel stay**

1. The last person leaving the room shall turn off the lights and lock the door.
2. The key is kept by the Guest.
3. Please show consideration for our neighbours. Any breaches of the rules and regulations or safety policies will be treated seriously and regarded as a breach of these terms and conditions. Whether a Group booking or a booking made by or on behalf of individuals, if the behaviour of any member of a party is considered likely to cause danger, damage or offence, we reserve the right at our reasonable discretion to cancel or terminate a stay completely. If any member of the staff considers that the behaviour of any member of your party is unacceptable, they are authorised to end the stay and you will be asked to leave the hostel's premises. Should this situation arise our responsibility for your booking will cease and we will not be obliged to cover any expense which may be incurred by the party concerned, neither will we consider any claim for compensation or refunds.
4. Any individuals not being guests at our hostel are obliged to leave the premises of Hostel Tara before 9 p.m.

5. All the guests are obliged to follow the emergency and safety protocols.
6. Hostel Tara provides its guests with a common room and a kitchenette at scheduled times.
7. Hostel Tara may accept small pets as long as the wish to bring one is reported before making the reservations. We reserve the right to turn away guests who bring pets without informing the staff beforehand.
8. The room price includes bed linen. For longer stays we offer the possibility of changing the bed linen as well as room cleaning once in three days upon filing the request at the reception desk.
9. The Hostel employee may enter the room in the absence of the Guest in order to clean it or check for any damages.
10. Under no circumstances it is allowed to move any furniture or equipment out of the room without the staff's permission.
11. Hostel TARA is not in possession of any car park nor parking spaces and is not liable for any damages or losses related to any vehicles owned by the Guests.

### **Liability**

1. Hostel is not liable for any personal possessions left in the rooms or on the premises of the Hostel TARA.
2. The Hostel offers a hostel safe for safe keeping of valuables available at the reception where you can deposit the valuables.
3. The Hostel assumes no liability for any installation failures ( such as lack of electricity, lights, water , etc) if the hostel is not responsible for these failures however any failures will be corrected and repairs made as soon as possible. Payments cannot be retained or reduced if the hostel is not responsible for these failures.
4. Guest is financially liable for any damages to the rooms or installation that occur due to the guests willfull actions or negligence.
5. Should defects in the services by the hostel arise, services are disrupted or any damages to hostel property occur , the Guest is to inform the hostel about this immediatly after it is identified so that the hostel is able to remedy the fault as quickly as possible or provide the delivery or service as understood under the contract. If this is not possible because of the nature of the defect/disruption/damages or other compelling reasons, notification of defects /disruption/damages must in each case be made to the hostel on return of the rooms at the latest.
6. In case of a damage or loss of the key the fee is 90 PLN.
7. Smoking is prohibited in any part of the Hostel premises including but not limited to Hostel rooms and any breach of the prohibition will result in a penalty fee of 400 PLN.

8. The Guest who disturbs the silence during curfew hours ( from 10 p.m to 7 a.m. the following day ) will be fined 100 PLN. The behaviour of a Guest as well as other persons using the hostel facilities should not interfere with the stay of other Guests. The hostel shall be entitled to refuse to provide any services to a person breaching the foregoing and reserves the right to escort the Guest off the premises.

9. In situations when the Guest's behaviour results in the necessity of non-standard cleaning, the Guest will be charged a fine of 250 PLN.

10. Should other provisions of Terms and Conditions, not mentioned herein, be breached , the Hostel may charge a fine of 100 PLN or refuse to accommodate the person in breach of the said provisions. Such a person is obliged to immediately comply with the Hostel's demand, settle the amount due for the services to date, pay for the possible damage and leave the Hostel.

11. The guest is obliged to present identification document with a photograph (ID card, driving licence, passport) upon the request of the reception desk staff.

### **Final provisions**

1. Personal belongings which have been left in the room by the Guest who has vacated shall be sent to the address specified by the Guest at their own expense. Should the Hostel not receive such instructions, the said personal items shall be stored for 7 days and then disposed of. Hostel is not responsible for items left behind.

2. In the event of any conflict the parties to this agreement declare to settle the dispute out of court. If the settlement out of court is unsuccessful, the courts at the location of the hostel's registered office have exclusive jurisdiction for commercial traffic.

3. Any modifications or amendments must be made in writing. Any statements and notifications necessary, pursuant to the contract for accommodation and these terms and conditions of business must be made in writing,

4. The Management and Staff of the Hostel TARA make every effort to guarantee that accommodation services provided at the Hostel are at the highest level. We take our guest satisfaction very seriously. Any complaint or comment regarding a stay at our hostel should be made in the first instance to the hostel reception staff at the time of your stay so that we can attempt to resolve it immediately.

5. In the event of individual provisions of these General Terms and Conditions for Hostel Accommodation Contracts being or becoming ineffective or void, the validity of the remaining provisions hereof shall in no way be affected. Otherwise, statutory provisions shall apply.