

HopHop Hostel regulations

§1 Subject of regulations

1. Regulations define the rules of services provision, responsibilities and staying on the hostel premises and are an integral part of the contract. The contract itself is made by registering domestic and foreign visitors in the logbook as well as by making a reservation or paying an advance or full charge for staying in the hostel. By doing so, the Guest acknowledges that he had read and accepts the Regulations.
2. Regulations apply to all Guests staying in the Hostel.
3. Regulations are available for viewing on the notice board, in every Hostel room and on the HopHop Hostel website.

§2 Hotel night

1. Hotel night commences at 3.00 P.M and lasts until the following day at 11.00 A.M.
2. Check-in starts at 3.00 P.M, until then the cleaning is done. Earlier entrance to the Hostel can take place only after phone or email consultation (at least 1 day before the arrival)
3. Wish to extend a stay beyond the time indicated in the reservation or upon the arrival, the Hostel Guest shall report as soon as possible. Hostel considers the extended stays` requests as long as vacancies allow for.
4. Failing to check-out by 11.00 A.M results in charging fee for another commenced night but does not guarantee a prolonged stay.

§3 Check-in and charges

1. HopHop Hostel does not have a reception desk. Hostel staff is on site until 8.00 P.M. It is possible to contact the Hostel staff by phone number, presented on the notice board in the building.
2. The person who requires an invoice is kindly requested to inform the Hostel staff about it at the latest when checking-in for a stay. Invoice can also be issued within 7 days after issuing the receipt, provided the receipt was handed back.
3. The Guest`s check-in is validated by the presence of a valid identity card or passport and by consenting to the Regulations by the Guest.
4. The Guest consents to storing and processing of personal data,

in accordance with the Protection of the Personal Data (Journal of Laws of 2002 no. 101, item 926 with amendments), by IMA-HOME sp. z o.o., located in Warsaw, needed to provide the Guest`s stay in the Hostel and for use of other services provided by the Hostel. The Guest has the right to inspect his personal data.

5. The fee for stay is charged from the Guest for the whole reservation, upon the Guest`s arrival to the Hostel (in advance).

The price is gross, contains all taxes. Price for stay is contractual and not fixed, regulated by availability of vacancies in the Hostel. The valid price is the one from the day the bed was booked at.

6. In case the stay is cancelled by the Guest during the hotel night, Hostel does not refund the given hotel night.

7. In case the stay is shortened, the amount for unused accommodation is not refunded.

8. In case where a private room or bed in a hostel room is not released until 11.00 A.M, while this room or bed is already booked for the following night by another person, the Hostel staff is authorised to enter the room without the presence of the Guest, pack his belongings and transfer them to the Hostel warehouse.

9. Hostel may refuse to accept the Guest who is under the influence of alcohol or intoxicants. In such case the Hostel reserves the right to retain the fee for the given Guest`s stay.

10. Hostel is entitled to the statutory right of pledge on the items brought by the Guest to the Hostel, in the event of late payment for the stay or lack of payment for the services provided.

11. The accommodation price does not include towels (towels can be obtained from the Hostel staff).

12. The accommodation price includes free tea / coffee for Guests at level -1.

§4 Reservation of stay

1. Reservations can be made by phone or email.

2. Reservation must be confirmed by paying an advance worth 30% of the total reservation price. Advance payment must be made within 24 hours from the moment of receiving a confirmation email with dates and Hostel room, sent by the Hostel. The remaining amount is regulated during the check-in process. Lack of payment within the agreed term automatically results in cancelling the reservation.

3. In case the Guest has already transferred the advance payment to the bank account but he cannot arrive to the Hostel, he may ask the Hostel staff to transfer that advance payment for the purpose

of booking a stay for another date. Such dispositions shall be reported via email, at least 72 hours before the reservation start date.

4. In case when changes are not reported and the Guest does not arrive in the Hostel, the paid advance is not refundable.

5. One person can book up to 2 rooms. In case more rooms are required, the conditions will be set individually.

6. Advances shall be paid to the following account:

Recipient: IMA-HOME sp. z o.o. Deutsche Bank

Account number 83 1910 1048 2219 9006 1474 0001.

The payment title shall include the Guest's name and surname, date of arrival, room number and reservation number.

7. When paying by card, submitting the card's number, CVV number and expiration date are equal to agreeing to collect charges for reservation.

8. Hostel, during the selected periods, may set a minimal stay time (i.e. 3 nights). Such stay cannot be shortened below the minimum stay time.

9. Reservation is guaranteed until 6.00 P.M. The Guest who intends to arrive in the Hostel after 6.00 P.M, is requested to call us. Arriving after 10.00 P.M will result in an extra charge at check-in of 40 PLN.

10. Upon the completion of stay, the Guest is obliged to close the room with key and return the key to employee or toss the key to the marked box located before the last exit from the building.

§5 Night silence

1. Hostel requires silence from 11.00 P.M until 7.00 A.M.

§6 Hostel responsibilities

1. For security reasons, the common parts of the Hostel are monitored 24 hours a day.

2. Hostel is obliged to ensure:

- conditions of full and unrestricted rest of the Guest
- safety of stay, including keeping the privacy of the Guest
- cleaning the room during longer stays at least once a week
- performing the necessary repairs of devices during the absence of the Guest, and in case of the Guest's presence - only if he agrees to.

3. In case any damages occur, the Guest should notify the Hostel staff about its occurrence, immediately after he spots it.

4. Hostel is not liable for loss or damage of the valuable items of

the Guest.

5. Hostel does not have a safe and does not carry a deposit.
6. Hostel does not have a car park and is not responsible for fees, damages or loss of a car or other vehicle belonging to the Guest and items left in it (on it).
7. Hostel is not responsible for failures and their effects caused by force majeure (i.e. lack of water or electricity) and does not refund money.
8. Hostel is not responsible for the animals that are in the area of the Hostel.

§7 Hostel services

1. The common part of facility is cleaned daily.
2. For longer stays, the private room is cleaned after the 3rd day of use or if such wish is expressed by the Guest to the Hostel staff member. The fresh linen change is done after the 7th day of stay.
3. Free wi-fi operates in the Hostel.
4. Guests have at their disposal a common room (recreational) where TV, books, newspapers, games and office work stations are located.
5. Guests have at their disposal, for the time of stay, fully equipped kitchen. Tea and coffee are included in the price of stay.
6. Hostel staff can rent a towel for an extra fee. Towel must be handed back when leaving the room.
7. Guests have at their disposal garden and equipment located on the Hostel's premises, under the condition of maintaining peace, quietness and maintaining order after they are used.
8. Cars can be parked along the street or on a free, not guarded car park, located about 150 meters away from the Hostel.

§8 Guest responsibilities

1. Dormitory rooms are coeducational. Every bed in such rooms is for one person only.
2. It is not possible to transfer a room / hostel bed to a third party, even in case the period for which the Guest has paid, has not expired.
3. Underaged persons may stay on the Hostel's premises only under supervision of the legal guardian.
4. The Hostel, under the Polish law, is covered by a complete smoking ban. The person smoking in the room will be charged 500 PLN due to room exclusion for the time of airing, cleaning of upholstery or carpeting. In addition, a person who, despite

- warnings, smokes on the premises, may be removed from the Hostel for disruption and hindering the stay of other Guests.
5. Hostel Guest bears material responsibility for all kinds of damage or destruction of property of the Hostel, resulting from his fault or fault of his visitors. Repairs, cleaning and painting costs will be valued individually.
 6. In case the Guest's behavior caused the obligation of extra cleaning, an additional fee of 100 PLN will be charged.
 7. Room noise, disturbing of rest of other Guests may result in a fine equal to the cost of finding a comfortable accommodation in another facility.
 8. For losing the key to the room or cabinet, an extra fee of 40 PLN gross is charged.
 9. In case of violating the Regulations or behavior that goes beyond the standard social coexistence, the Hostel has the right to prematurely check-out the Guest without refunding any accommodation costs.
 10. If requested by the Hostel staff member, the Guest is obliged to present his identity document.
 11. Hostel staff has the right to check the Guest's room if Regulations breach is suspected.
 12. Guest is responsible for his own safety and is obliged to respect the rules of coexistence and BHP regulations.
 13. Each time the Guest leaves the room, he should check whether the door was closed with a key.

§9 Animals

1. The stay of small animals in the Hostel is accepted only in case of reserving the private room and paying the fee of 10 PLN / night for each pet.
2. A security deposit of 100 PLN for each animal is charged in case of any damage caused by the animal. In case of major damage, the repair price is estimated individually.
3. It is forbidden to release an animal outside the room without supervision and security and if opposed by any other Guest.
4. It is forbidden to walk out the animals into the garden to meet their physiological needs.
5. Pet being walked out should be protected (muzzle, leash, cage).

§10 Supplementary regulations

For fire safety reasons it is forbidden to use heaters, electric irons, hair dryers, curlers, straighteners and other similar non-room

equipment in the rooms. This does not apply to charges and power supplies for computers, phones and cameras.

2. In the Hostel it is forbidden, for sanitation reasons, to use one`s own sleeping bags.

3. Personal belongings left by the departing Guest, are stored by the Hostel for 7 days. After that time, they are discarded.

4. Hostel may refuse to accept the Guest who heavily violated the Regulations during the previous stay or disturbed the other Guests` peaceful stay in other way, or functioning of the Hostel.

5. No drugs or dangerous cargo such as weapons and ammuntion, flammable, explosive and illumination materials, poisons, chemicals cannot be carried into or stored in the rooms.

6. It is forbidden to operate any acquisition or sales on the Hostel premises.

We wish you a pleasant stay.

Please respect the hotel inventory and leave it in such condition in what you would like to find it yourself.