

# BBKBilbaoGoodXostel

## Policy and general rules

### **1. Booking**

To request a booking, fill in the form on our website or send an e-mail to [reservasbbkbilbaogoodhostel.com](mailto:reservasbbkbilbaogoodhostel.com).

As soon as possible a quote will be sent for the accommodation by type of room, beds and additional services on the dates requested.

If the guest agrees with the quote booking must be confirmed by paying 30% of the total amount as a deposit. The booking will only be guaranteed only once the payment has been made.

Under 18-year olds people must be accompanied by an adult and must book a private room or pay for all the unoccupied beds in a dorm.

VAT is included in the price.

### **2. Payment and billing**

Groups must confirm their bookings by paying a deposit of 30%. The rest must be paid 15 days before arrival at the Hostel. The booking will be cancelled if this payment is not made 4 days before arrival.

### **3. Rooming-list**

It is necessary to send a room list for the group members two weeks before arrival. The list must include first names and surnames, ID, date of birth and the room arrangement.

### **4. Cancellations and modifications**

Cancellations or modifications must be sent by email ([reservasbbkbilbaogoodhostel.com](mailto:reservasbbkbilbaogoodhostel.com)) or by fax (34 94 411 69 02).

Cancellations or modifications made 45 days before the date of arrival does not involve any extra cost.

Cancellations or modifications made between 45 and 30 days before the date of arrival involves a extra cost of 15% of the total amount.

Cancellations or modifications made between 30 and 15 days before the date of arrival involves a extra cost of 30% of the total amount.

Cancellations or modifications made 14 days before the date of arrival involves a extra cost of %100 of the total amount.

The extra days will always be subject to the availability of the Hostel.

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## 5. General Rules

### Check-in:

- Check-in time starts at 13.00h. For arrivals after 18.00, it is necessary to notify the Hostel.
- An ID card, driving license or passport will be required at check-in, only passport for non-European citizens.
- Payment for the length of stay will be charged at check-in.
- Groups must leave an additional deposit of €10 per person as a guarantee for possible damage caused to the premises. This will be returned once the rooms have been checked. Individual guests must leave a credit card number as a guarantee.
- If the booking details are inaccurate the booking will not be confirmed.

### Check-out:

- Rooms must be vacated before 10.30. All those, who have not checked out by this time, must pay €5. Otherwise, an extra night will be charged for check-outs after 14.00 without the right to sleep that night.
- €5 will be charged if the key and bed linen have not been returned.
- If a guest leaves before the departure date the amount paid at arrival will not be refunded.

### Rules:

- All guests will behave respectfully towards other customers and staff and will be held responsible for their own behaviour during the stay on our premises. All guests will be held responsible for their actions and for any acts deemed unsociable and violent.
- The Hostel reserves the right to refuse admission or terminate a stay at its own discretion.
- Smoking it is not allowed in the Hostel, except on the terraces and in authorized areas.
- No alcoholic beverages are allowed in the whole Hostel.
- The Hostel is open 24 hours a day. In order to enter the Hostel, it may be necessary to show your security pass to the reception staff.
- All lights will be turned off at 24.00. Guests are asked to respect others and remain quiet after this time.
- Pets are not allowed, except guide dogs.

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## Rooms

- Rooms are for sleeping, so please respect the sleeping time of your room-mates.
- Although all rooms have personal lockers, the Hostel will not be held liable for loss or theft of items.
- No food and drinks are allowed in the rooms.
- The rooms will be cleaned between 10.30 and 15.00. Please make the cleaning easy for the Hostel staff.

## Services and facilities

- **Breakfast** is from 08.00 to 10.00 and is included in the price.
- **Bed linen** and **blankets** are included in the price of the stay. Theft or damage will incur a charge of €5.
- There are **towels** to hire, €2 each.
- There are free **computers** available for guests. They must be used in a responsible way and not be occupied for more than 15 minutes if an other guest is waiting.
- The Hostel has an **office** available for use by all guests with microwave, fridge and dishwasher, open from 08.00 to 22.00. The customers must use the lounge responsibly and tidy up after themselves. They must also write their names and check-out date on their food or drink, and not forget to throw it away before leaving. All food or drink that is not correctly labelled will be thrown away. The Hostel will not be held liable for the loss or theft of any food or drinks in the fridge or cupboards.
- The Hostel has a free **left-luggage** area available for guests.
- The Hostel has a payable **washing machine** and **drier**, available from 08.00 to 22.00.
- There are **lounges** available with TV, books and board games for the free use of guests.
- There are **cots** to hire.
- There is paid **technical help** for handicapped people.
- **Parking** is available for a fee. It must be cleared at check-out time. If not, the guest must pay the whole day is parking fee.
- Free **bicycle parking** is available for guests.
- The **cafeteria** is open from 18.00 to 22.00.
- A **multi activity** room is available for hire.