

## eMKa HOSTEL REGULATIONS

1. Prices presented on our website are in PLN and include 8% of VAT. They depend on the season, amount of free rooms and available promotions. Customers are obliged by the prices, published and confirmed while a booking a room.
2. The check-in time is at 02:00 p.m. and the check-out is at 11:00 a.m.
3. During the check-in guests are obliged to present a valid document proving their identity (ID, passport or driving license).
4. Guests are financially responsible for any damaged made in hostel during their stay. Groups consist of more than 8 people are obliged to pay additional deposit- 50 PLN/pax in case of any damage caused by the group.
5. Guests have to leave their keys at the reception desk while leaving the room. In case of loosing the key hostel has the right to charge Guest amount of 40 PLN as a penalty cost.
6. Rooms are rented as a whole, exceptions are 4 and 10 people rooms where guests can rent single bed. One bed can be used by one person only.
7. There is no possibility of passing one's room/bed to other persons even if a customer wants to do it during the period he has paid for.
8. All Guests are asked to keep silence between 10:00 p.m. - 6 a.m.
9. If a customer doesn't leave their room/bed until 11:00 on the check-out day and the room/bed is booked for another Guests, hostel's staff has the right to enter the room during Guest's absence, pack their belongings and put them into luggage office.
10. It is possible to store the luggage free of charge before/after the official check-in/check-out only on the day of arrival and departure.
11. In our hostel as well as in corridors and in entire building smoking is completely forbidden. If someone breaks this rule and sets off the fire alarm the cost of unjustifiable summon of the fire brigade will be charged.
12. Consuming alcohol, drugs or psychoactive substances in our hostel is completely forbidden.
13. In case of improper behavior of a Guest, breaking the regulation of our hostel and personal dignity of other Guests, hostel has the right to call the Police or building security and ask customer to leave our hostel without possibility of return the money paid for the rest of their stay.
14. Hostel staff has the right to decline customer to enter our hostel if he is drunk or under the influence of psychoactive drugs. In such case hostel has the right to keep whole or partial payment which Guest owes hostel for his stay.
15. Keeping small pets is possible only if a whole room is booked. The stay of a pet has to be accepted by hostel staff before the actual visit. Pet's owner is asked to pay 100 PLN of deposit for any possible future damage caused by the pet. It is forbidden to bring pets to our hostel without our knowledge.

16. Hostel takes no responsibility for valuable things left in the rooms. Valuable things can be kept in our reception's deposit.

17. Hostel takes no responsibility for any malfunctions that were not caused by its side (lack of electricity, light, water etc.)

18. Hostel has on its disposal two parking spots. It is available on additional charge and previous agreement.

#### Conditions of reservation:

1. In case of making a reservation more than 10 days before the arrival the Guest is asked to pay 30% of the total price in advance. The rest of the payment has to be transferred at least 7 days before the arrival. In case of some unpredictable circumstances it is possible to pay the rest of the payment on the day of arrival during the check-in. If a room/bed is booked in less than 10 days before the arrival the total amount is asked to be transferred on our bank account.

2. In case of group reservation conditions of payment can be set individually for each group.

3. Making a reservation is considered as a confirmation of accepting the hostel regulations.

4. The booking is confirmed when the payment (partial or total) is registered on our bank account.

5. Money should be transferred on our bank account:

PKO BP S.A. XV O/Warszawa  
73 1020 1156 0000 7402 0125 8151

6. As a payment reference please use your name (on which reservation was made) and date of your stay.

7. Hostel accepts payment via credit cards (VISA, MasterCard, Diners Club). While paying with a credit card giving card number as well as card's expiration date is considered as an approval for charging your account.

#### Condition of cancellation:

1. For individual bookings – in case of cancelling reservation at least 5 days before arrival whole amount of deposit will be returned. In case of later cancellation the deposit will not be refundable.

2. If a Guest does not appear in the hostel on a day of his planned arrival date hostel has the right to collect money for first hostel night and removing reservation for the rest of their stay.

3. For groups booking more than 3 rooms conditions of cancellation will be discussed individually.

4. In case of credit card payment, the hostel reserves the right to reduce 10% the amount of refund.