

1. GENERAL TERMS

We require that you present some form of valid identification upon check-in, a valid passport or EU identity card. Student cards and driving licenses are not accepted as a valid ID. Without it is not possible to be accommodated. In that case your reservation is cancelled and if paid it's non-refundable.

Check-out. Departing guests must remove all their belongings from their room, and check out before 11 am. After this time guests may make use of the luggage storage facilities but all possessions must be removed from the room and the room key handed back to reception. Late check-outs will incur a charge of an additional night or 10 € according to our rules.

Guests staying longer than 10 days are subject to room moves. Management reserve the right to move guests from one room to another owing to operational needs.

Upon check-in, each guest will receive a room key for access to their room – we require key deposit 10€/per key, refundable at check-out after returning the key. Without it is not possible to be accommodated. These keys must be handed back to reception on check out. Failure to return the key will result in a charge of the deposit (10 € per key). In case the key is significantly damaged or part is missing we reserve the right to keep the deposit.

Reservations booked in advance do not constitute a legally binding contract until the hostel confirms the reservation with the customer and provides the customer with a booking reference.

2. AGE RESTRICTION & ROOM ALLOCATION

Age restriction. Customers under the age of 16 are only permitted to stay in private rooms or shared rooms that are booked for the use of one family or a group of persons booked together and must be accompanied by an adult over the age of 18. Any person between the age of 16 and 18 years must be accompanied by an adult (over 18) staying in the same room or dormitory or have confirmation from legal representative that the person is allowed to be accommodated in hostel shared dormitory.

At Travel&Joy we take great care to allocate beds in a way we think will be best for each booking. Please note that when making your booking online, there may be occasions when it might not be possible to allocate all guests in the same room. Please contact the relevant hostel reception by phone or email with the booking reference and we will be able to inform you if this is the case. Please contact us if you would like to guarantee a bottom bunk, which we are happy to provide, subject to availability.

3. PAYMENT POLICY

Online bookings are charged in accordance with payment method chosen. Non-refundable bookings will be charged in full prior to arrival & will not be refunded in case of cancellation or amendment or no-show. Reservations which are booked under refundable rules (3-day cancellation policy) are required to be paid 3 days prior to arrival. If the payment is not completed before arrival the reservation may be cancelled without any prior notice.

For all other bookings (i.e. telephone, email, or walk-ins), we require to do the payment for the reservation in advance – payment method: online pay gate or bank transfer (bank transfer does not apply to last-minute reservations). The payment method used is at our discretion.

If your booking is being paid for with a third-party credit card, we will require written authorization to be provided by the card-holder.

We offer no credit facilities. All bookings must be paid for in full upon arrival. Without proceed payment is not possible to be accommodated.

To check the validity of your credit card and guarantee your booking, we reserve the right to temporarily hold an amount prior to arrival.

Please note that we do not accept some type of credit cards which are not common in EU.

If any payment under these terms and conditions is not met, then without prejudice to our other rights and remedies we may cancel your booking; and/or we may suspend the supply and/or deliveries of any other services provided to you by us.

4. AMENDMENTS & CANCELLATIONS

We operate a 3-day cancellation policy. All notifications to cancellations must be made 3 days prior to arrival. Failure to cancel within this time will result in a cancellation charge equal to the 100 % of the price of your stay. This 3-day cancellation policy does not apply to non-refundable reservations.

Any amendments to your bookings must be made at least 3 days prior to arrival. We will try and accommodate your amendments subject to availability.

Nonrefundable bookings will not be amended or refunded in any case.

For Promotional offers, individual policy applies as per promotion.

Cancellations must be made in writing (through our booking partners or email). We do not accept cancellations made by phone.

Early departures are not eligible for refund under any circumstances.

5. GUEST BEHAVIOUR & RULES

The comfort of all of our guests is of paramount importance. Any guests who in the opinion of our staff compromise the comfort, safety, or security of other guests, staff or local residents will be requested to leave the hostel premises and will not be issued a refund.

Guests are expected to respect other guests, staff, local residents and property.

We reserve the right to charge guests the cost of rectifying damage, caused by the deliberate, negligent or reckless act of the guest to the hostel's property. Should this damage come to light after the guest has departed, we reserve the right to make a charge to the guest's credit / debit card, or to send an invoice for the amount to the registered address.

We reserve the right to charge guests the cost of replacing any items that are removed from the premises. The charge will be the full replacement amount of the missing item, including any carriage charges.

Smoking is not permitted anywhere within the Travel&Joy premises. Any guest found smoking within the building will be charged a compulsory fee of 100 €.

Further failure to comply will result in the guest(s) being asked to leave the premises immediately and will not be offered a refund. If you wish to smoke please ask our reception staff on arrival about designated smoking areas.

By making a reservation, our guests undertake to comply with our rules and in case our rules are not followed by the guest we reserve a right to collect a fine. * When the guest doesn't come for a check-out, we reserve the right to pack their belongings and take them to the reception and only after the penalty is paid we will return their belongings.

- No smoking – fine 100 €
- Late check-out – fine 10 €
- No check-out* – fine price for 1 night
- Lost or damaged keys – fine 10 €
- No animals – fine 50 €
- No manipulation with water/heater boiler – fine 100 €
- No handling of open fire – fine 100 €
- No change of bed – fine 20 €
- No additional guests during the night – fine 50 €
- Lost towel – fine 10 €
- Damaged property – fine: cost of the damage

6. PERSONAL PROPERTY

Guests are asked to use the secure lockers provided in each dormitory or the luggage storage.

It is the guest's responsibility to ensure that their personal belongings are secure at all times. Travel&Joy accepts no liability for the loss, theft or damage to property however sustained or caused.

Travel&Joy reserve the right to only store lost and forgotten items for a period of 2 weeks. After the 2 weeks period, items will be disposed of and Travel&Joy can no longer assist in recovering lost or forgotten items. Travel&Joy takes no responsibility for forgotten or lost items and cannot guarantee that items can be found/recovered. Postage costs, where incurred, are to be paid by the receiver of the items. Travel&Joy takes no responsibility for items that are lost or damaged during postage.

7. YOUR INFORMATION

Travel&Joy shall only store and use information you supply to us or which is supplied to us for the purposes of carrying out our contract with you and to inform you of other services and offers which we may make available from time to time. If you do not wish to receive such information please notify us and we will update our records.

Travel&Joy shall not share a guests personal data with any third parties for any reason without the consent of the guest. Such data will only be collected, processed and held in accordance with EU law. Travel&Joy will provide these data only to a force majeure part (as Police) on the basis of their legal request for reasons specified by law.

8. OVERSIGHTS & ERRORS

Any oversights or errors in sales literature, on www.travel-and.joy.com, third party websites, order forms, quotations, price lists, order acknowledgements, dispatch notes, invoices or other documents issued by us may be corrected by us without liability. We will advise you of any changes at the time of booking or as soon as is reasonably possible thereafter.

9. DISCRETION

All bookings are subject to availability and Travel&Joy reserves the right to decline any booking at its discretion.

10. LUGGAGE STORAGE

Travel&Joy offers to store guests luggage at the reception after check-out or before check-in only for time of the same day according to the opening hours of the reception. Storage of luggage for a longer period than allowed is charged 10 € per bag per day. Maximum days of luggage storage is 3 days. After 3 days we reserve the right to mark the luggage as not picked up. The luggage which was marked as not picked up is charged with penalty fee 100 € which the owner will be charged upon pick up. In case of not pick up the procedure is same as for lost & forgotten items.