



## **TERMS & CONDITIONS**

The hostel reserves the right to pre-authorise credit cards prior to arrival.

### **CHECK-IN & CHECK-OUT**

New arrivals can check into their rooms after 2pm each day. Guests may arrive earlier and leave their luggage at the hostel if your room is not ready for you.

By Portuguese law, it is mandatory to present a official identification (passport or National ID for European Union citizens). Driving licences aren't accepted. Check out is at 11am.

A security deposit of 10€ per Dormitory Guest in cash is requested at check-in (20€ per private room). This amount will be refunded at check-out if no damages are made to the accommodation.

### **GROUPS**

If booking for more than 6 people, special rates applies. Please contact Groups Department to get your quote.

Groups are requested to pay 30% deposit at the time of the reservation. This pre-payment is non-refundable.

The remaining balance of the stay is due 20 days prior arrival. The reservation can be modified up to 20 days before arrival.

Please be advised that only persons over the age of 16 can stay at the hostel without parental supervision.

### **BOOKINGS**

Bookings must be guaranteed by a major credit or debit card. A 'booking' means any order for our products or services that is accepted by us.

The first night is charged and non-refundable deposit is required to confirm your reservation.

Final balance will be paid directly to the hostel on arrival (£0.60 card transaction fee is applicable for all payments by card).

For more information about payments and charges please read Payment Policy, Terms and Conditions and Cancellation Policy.



## **AGE RESTRICTION & ROOM ALLOCATION**

Bookings cannot be accepted from any person under age of 18, unless they are accompanied by an adult (over 18) who is staying in the same dorm/room. Families with children aged 18 years and under are welcome, however they must book and pay for all beds in order to make the room private (i.e. in the case of 4 bedded dorms or larger) and inform us accordingly of their booking. At Urban Garden Porto Central Hostel we take great care to allocate beds in a way we think will be best for each customers 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 us by phone on +351 223 324 063 or by email at [info@urbangarden.pt](mailto:info@urbangarden.pt) with the booking reference and we will be able to inform you if this is the case. Please contact us if you have a bed request (upper/lower bunk), so you can be in the priority list and this will be confirmed to you at checkin time.

## **PRICES**

All published rates include VAT where applicable (and local taxes) at the current rate.

## **PAYMENT POLICY**

For Standard reservations, you will be requested to pay the full stay at the end of your free cancellation window.

For Non-Refundable bookings you will be charged full amount and the total will be non-refundable.

Your credit card details are held on a secure server to guarantee your reservation.

## **CANCELLATION POLICY**

Customers can cancel their reservation at anytime.

All payments already processed cannot be refunded, as per the reservation conditions.

In case of No Show, the full payment will occur.

Non-Refundable bookings have a special discount and are thereby non-Refundable.

For group cancellations, please refer to the "GROUPS" paragraph.



## **AVAILABILITY**

In the rare case that the hostel cannot accept a booking, affected guests will be offered a full refund. In the case of an act of God (strike, war, terrorism attack, etc), the hostel will do its utmost to find an alternative accommodation in another hostel but will not be held responsible if this is not possible.

## **DISCRETION**

All bookings are subject to availability and Urban Garden Porto Central Hostel reserves the right to decline any booking at its discretion.

To amend your booking, simply email us at [info@urbangarden.pt](mailto:info@urbangarden.pt). Cancellation charges apply where applicable.

## **PERSONAL PROPERTY**

Guests are asked to use the secure lockers provided, the safety deposit boxes at reception or the luggage storage. It is the guest's responsibility to ensure that their personal belongings are secure at all times. Urban Garden Porto Central Hostels accepts no liability for the loss, theft or damage to property however sustained or caused. Guests will be expected to reimburse the hostel for any damages caused by inappropriate behaviour during their stay at Urban Garden Porto Central Hostels premises.

## **LOST PROPERTY**

Lost property will only be kept for 90 calendar days at Urban Garden Porto Central Hostel, if it is not collected within 90 calendar days, it will be donated to a local charity.

## **GUEST BEHAVIOUR**

The comfort, safety and security of our guests is of paramount importance. Any guest(s) 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 offered 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 or structure. 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 send an invoice for the amount to the registered address.



We will however make every effort to rectify any damage internally prior to contracting specialists to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum. We reserve the right to charge guests the cost of replacing any items that are removed from the premises by them without consent. The charge will be the full replacement amount of the missing item, including any carriage charges. Should the fact that the item is missing come to light after the guest has departed, we reserve the right to make a charge to the guests credit / debit card, or send an invoice for the amount to the registered address. Smoking is not permitted anywhere within Urban Garden Porto Central Hostel premises. Any guest found smoking within the building will be charged a fee of 250€ in order to cover the extensive cost of restoring the room to a smoke-free condition. Further failure to comply will result in the guest(s) being asked to leave the premises immediately and will not be offered a refund. A smoking area and ashtrays are provided in our garden and outside the building.

## **ANIMALS**

No animals are allowed in the hostel with the exception of guide dogs. This is a consideration of other guests who maybe allergic to pets staying.

## **FOOD & DRINKS**

We serve daily breakfast. Our hostel is licensed to sell alcohol with a bar. Our prices are discounted for the gusts so please take full advantage. No drinks and food are allowed upstairs in the rooms.

Guests with special dietary requirements are advised to inform the hostel of their needs in advance of their arrival. The hostel will use all reasonable endeavours to accommodate such requirements and, where this is not possible, inform the guests about it in advance.

Guests will be informed of breakfast times on arrival.

## **DISABILITY**

The hostel fully complies with all laws from time to time in force regulating the treatment of, and provision for, disabled guests.

Guests with any special requirements pertaining to a disability should inform the hostel of the same prior to their arrival.



## **INFORMATION PRIVACY**

Urban Garden Porto Central hostel 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 make available from time to time. If you do not wish to receive such information please let us know by emailing us at: [info@urbangarden.pt](mailto:info@urbangarden.pt)

## **OVERSIGHTS & ERRORS**

Any oversights or errors in sales literature, web pages or site, order form, quotation, price list, order acknowledgement, dispatch note, invoice or other document 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.

## **AMENDMENTS TO TERMS & CONDITIONS**

Urban Garden Porto Central Hostel Hostels may, from time to time, change these Terms and Conditions without notice, however it will use its reasonable endeavours to inform guests as soon as is reasonably possible of any such changes.