# **Business terms and conditions and cancellation policy**

**1. Prices**

Accommodation prices are listed in the hostel’s presentation materials (website, accommodation and booking portals, etc.) The binding price for you is the one stated in the accommodation voucher. Likewise, the binding range of contractually agreed services and prices is the one broken down in the voucher. The hostel is entitled to change the agreed conditions of stay in cases beyond its control (e.g. force majeure).

By accepting the terms and conditions of ART Hostel, you acknowledge and take responsibility for any damage caused to the hostel (including the building, interiors, staff, and other guests or neighbours) by you, members of your group, or anyone you or your group has invited. This also allows ART Hostel to debit the card (used for booking) with the total amount for damage repair and restoration. We reserve the right to deny you access to the hostel or to ask you to leave without compensation in case of particularly inappropriate behavior (e.g. being under the influence of drugs and other addictive substances, disturbance of guests or neighbours, aggressive or rude behaviour). Excessive noise and disturbances are unacceptable. Please keep noise to a minimum after 22:00.

You may be asked to leave or pay a fine for violating the internal/house rules.

**2. Bookings**

Bookings for up to 8 people and for a period of 14 days can be made via the reservation form posted on the ART Hostel website [www.arthostel.cz](http://www.arthostel.cz) or via another accommodation portal.

For bookings made for more than 8 people or for a period longer than 14 calendar days, contact us at [info@arthostel.cz](mailto:info@arthostel.cz) .

Bookings made for more than 30 days cannot be accepted by our reservation system.

When booking for more than 14 calendar days or group bookings for more than 8 people, you must pay a deposit of 50% of the total accommodation price. In this case, contact us at [www.arthostel.cz](http://www.arthostel.cz) .

Children can only stay in rooms if a parent or legal guardian accompanies them. In the case of a group package tour of children, the person authorized by the parents (tour organizer, teacher, etc.) is responsible for the children.

**3. Arrival and Departure Times**

Check-in: 15:00

Check-out: 10:00

We do not have anything resembling ‘opening hours’, but we do observe quiet hours from 22:00 to 06:00. If you need to contact us, call us at +420 774 591 477.

**4. Cancelling Your Stay**

You are entitled to cancel your order at any time before 15:00 on the day of your arrival. Cancellation of the stay requires using the electronic form (e-mail with a delivery note) sent to to us via email at [info@arthostel.cz](mailto:info@arthostel.cz) , which must state the reservation number, name of the main guest, and the date of stay. When determining the time of cancellation, the date and time that the e-mail was sent is decisive.

You are entitled to a refund after cancellation of the booking under the following conditions:

Booking for up to 8 people:

* If you cancel your stay any time up to 72 hours before 15:00 on the day of your arrival, we’ll refund the full amount in the same form as it was paid
* If you cancel your stay later than 72 hours before 15:00 on the day of your arrival, we will only charge the price for the first night
* If you do not show up at all and at the same time do not inform us of the cancellation, the entire amount for the hostel accommodation will be forfeited

Booking for 8 people and more:

* If you cancel your stay less than four weeks before 15:00 on the day of your arrival, we’ll charge 50 % of the total amount.
* If you cancel your stay less than one week before 15:00 on the day of your arrival, the entire amount for the hostel accommodation will be forfeited

The hostel will not charge you the above cancellation fees if you could not use the agreed services for the following reasons: death in the family, hospitalization of the customer or family member, serious illness, call-up papers, or natural disaster. You are obliged to substantiate the above facts by a written document no later than three days from their occurrence.

**5. Checking-In**

After making a booking through our website or other booking portals, it will be confirmed by sending proof of payment. Payments are only possible with an on-line payment card. If you wish to pay by another method, contact us at [info@arthostel.cz](mailto:info@arthostel.cz) .

Don’t expect a reception desk in our hostel. We are a self-service facility. Before arrival, we’ll send a request for on-line check-in to your e-mail address; in the form, please fill in the initials of all persons accommodated as part of your booking. After submitting the form, you’ll receive a PIN code from us, allowing you to access to the building, room, garden, bike shed and a storage space. The validity of the PIN code is limited in time; it is valid only for the duration of your stay, i.e. from the day and time of check-in to the day and time of check-out. If you do not complete the on-line check-in form, you’ll not be able to enter the building.

**7. Finally**

**Pets are not allowed** in ART Hostel . If you violate this rule, we are entitled to charge you a fine of CZK 2,000 .

**The interior of the hostel is strictly non-smoking**. You can smoke in the shared garden. If you violate this rule, we are entitled to charge you a fine of CZK 2,000 .

For the safety of our guests and their property, **all persons who are not registered as guests are prohibited from entering the hostel.** If you violate this rule, we are entitled to charge you a fine of CZK 2,000 .

These business terms and conditions and the cancellation policy are an integral part of the accommodation order and accommodation voucher.

We look forward to your stay and wish you a happy and safe journey!

ART Hostel

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