



STAY HOUSE RULES

[v3.0 – Oct 2018]

We'd like to welcome you all to Thessaloniki's first hybrid hostel and make your STAY as pleasant as possible. Therefore, although we also hate to be told what we can and cannot do, there are some rules to make sure everyone respects the establishment and other guests. As in all things in life, there is a stern side, and the following

rules are to be followed by everyone, however feel free to let us know if you think something has to be modified. Our staff is always available to assist you in any way possible, and make your experience at STAY unforgettable!

Please take your time to read through carefully.

GENERAL RULES

CHECK-IN & CHECK-OUT

Check-in - after 14:00 Check-out - until 11:00

You cannot check-in Dorms between Resting Hours (00:00 - 08:00). You can arrange for a late check-out with the Front Desk upon arrival or at least 24 hours in advance, subject to availability. Failing to check-out on time will result to a penalty fee, as described below. Additional fees apply as follows:

Early check-in: From 08:00 - Free of charge upon availability

Late check-out: Until 18:00 - 50% of the normal rate / A full rate will be charged for guests checking-out after 18:00.

Valid identification is a requirement at check-in. We accept a Passport or Photo ID. Management may request additional information as required from guests. People under 18 must be able to show written permissions to travel with accompanying adult from parent(s) or guardian. We do not accept unattended minors under 18 years of age.

Your allocated **key card** to your room will be handed to you upon check-in at the Front Desk. You are requested to keep it with you at all times until your check-out and show it to our Front Desk staff every time you enter the building. A 30€ penalty applies for losing or failing to return your key card upon check-out, so just make sure you keep it safe!

FORMS OF PAYMENT & REFUND POLICY

We accept VISA and MasterCard credit and debit cards. We also accept cash - euros only. Full payment is required prior to check-in. Extra charges may apply depending on the form of payment.

STAY Hybrid Hostel is not liable to any refund in cases of guests not complying with the Hostel Rules, as described here. No refunds will be issued in cases of opting for an earlier check-out date during your stay. If you want to cancel or transfer a confirmed booking to a later date, a voucher for the paid amount will be issued in your name, valid for 12 months upon availability. You have to clearly state the use of a voucher when booking and present it to the Front Desk upon check-in. Booking alterations are only eligible for a voucher with a minimum of 24 hours' notification and after confirmation by the Reservation Department prior to the arrival date booked.

VISITORS

Guests are accountable for their visitors' behavior and compliance to the Hostel Rules. Your visitors are requested to show a Passport or Photo ID at the Front Desk upon their arrival, as well as the real time of their departure.

Unaccompanied visitors are not allowed at any time. No visitors or friends are allowed in the STAY Hybrid Hostel premises during Resting Hours. If a visitor wishes to stay overnight, normal rates will apply subject to availability. We operate a strict "One Person Per Bed" policy. Overnight visitors will be charged for a full bed rate for Dorms guests or for the rate difference for Room guests. Sex-designated Dorms and their allocated common areas are accessible only to current paying guests accordingly. Access to your registered visitors is allowed only in the Common Areas.

RESTING HOURS 00:00 - 08:00

Have fun, party hard and sleep easy! Please respect other guests by keeping down all kinds of noise (TV, loud talking, phone use, music, electronic media, etc.) during resting hours, especially in Dorms, Common Areas and Roof Terrace.

SMOKING

In compliance with the Greek law and for the comfort and safety of our guests, a “Non-Smoking” policy is applied in all areas, with the exception of the designated Smoking Areas. Non-compliance to this rule will result to a penalty fee to each offending guest to cover professional cleaning of the area, according to current corresponding Greek Law.

HEALTH & SAFETY

A First Aid kit is available at the Front Desk. For any medical emergencies and health issues, we can provide information about on duty pharmacies and medical centers in the neighbouring area or arrange a Doctor on call, if necessary. Sexual activities are prohibited in the Dorms, Roof Terrace and all Common Areas, including bathrooms.

For your own safety, do not lean over open windows or use unnecessary force against the railings. In cases of emergency, you are advised to use staircase and avoid use of elevators in order to evacuate the building. The staircase and Common Areas are under live feed video surveillance for your own protection and safety.

FOOD & DRINKS

Food and drinks are allowed only in the Common Areas, with the exception of drinking bottled water, allowed on all areas, including Dorms.

PETS

As much as we love them ourselves, unfortunately we are unable to accommodate or allow pets on the Hostel grounds, in consideration of allergy-suffering guests. Please contact us if you plan to travel with your pet so that we can provide you all helpful information about pet services in the neighbouring area.

FREE INTERNET & WI-FI

The use of WiFi internet service is provided free of charge to all of our guests throughout the STAY hostel. Please ask for the password at the Front Desk. Using a shared Internet access requires a “fair use” of bandwidth and download amount. Non-observance of this agreement leads to a “traffic embargo” or a complete block for the user. All Internet content access is made entirely at your own risk and you are responsible for ensuring that any accessed material does not infringe the international laws governing, but not exhaustively covering, copyright, trademarks, pornography, or any other illegal, offensive or defamatory material.

HOUSEHOLDER’S RIGHTS

We reserve the right to deny entrance to any guest or visitor who, in the opinion of our staff or management, compromises the comfort, safety or security of other STAY Hostel guests or staff, regardless of any refund claim outcome. We reserve the right to enter the rooms in urgent cases in order to enforce householder’s rights and to take necessary action. We are also entitled to take suitable action to restore order in the event that the behaviour of any guest is unacceptable or if hostel rules are violated. We are entitled to immediately ban a guest from the premises and take all necessary action, including terminating accommodation and notifying the State authorities, in the event that the guest in question is cautioned repeatedly or in response to severe violations, regardless of any refund claim outcome.

LIABILITIES

STAY Hybrid Hostel does not assume liabilities for the loss, theft or damage to your luggage and personal belongings while on our premises. Please use the lockers provided to each guest in the Dorms or feel free to hand your valuables over to our 24h Front Desk staff for safekeeping. Firearms, drugs or any kind of controlled substances use or storage is strictly forbidden by the Greek law. We are also required to inform the State authorities of violations of this law and act upon immediate termination of residency. Guests may be asked to dispose of materials and substances considered to be hazardous, irritating or threatening to other guests from the Hostel grounds.

PROPERTY DAMAGE

All guests are required to treat the hostel furniture with due care and in particular to prevent any serious dirt or damage. Please do not remove furniture or any inventory items (e.g. linen, chairs) from dorms and rooms. Report any damages, malfunction and/or any other issues to the Front Desk as soon as you notice. Guests found responsible for damaging or soiling the property or inventory will be liable to provide immediate compensation.

SPECIAL RULES

> DORMS

• HOUSEKEEPING

Dorms are cleaned daily between 11:00 - 14:00. Housekeeper will knock on your door to alert you before entering. Please ask the Front Desk in cases of emergency cleaning arrangements outside the cleaning hours, if applicable.

• LINEN KIT

Bed linen must be used at all times. You are not allowed to sleep on a bare mattress or mattress protector. Feel free to use your sleeping bag, bring your own linen or use the Linen Kit provided in your Dorm locker.

The Linen Kit contains: 1 Pillowcase / 2 Bed Sheets

You will need to make your own bed, according to your sleeping preferences. You will find a pillow and your complimentary Linen Kit in your Dorm locker. A new Linen Kit can be provided to you free of charge every 3rd day of your stay. A 2€ charge will be applied for pillows, pillowcases or bed sheets soiled with food, beverages or other permanent stains reported by our Housekeeping Department. Need more comfort? Ask for an extra pillow for 1€ only at our Front Desk!

• TOWEL KIT

You can use your own towels or rent a Towel Kit (for 2€) from the Front Desk at any time during your stay.

The Towel Kit contains: 1 Face towel / 1 Bath towel

Towels are for drying your body and not meant to be used as a bathmat or cleaning rag. A 5€ charge per Towel Kit will be applied to your credit card, if you fail to return or just forgot and took them with you after check-out.

• WHEN STAYING IN DORMS...

Make sure you don't disturb your roommates during Resting Hours. Keep quiet, use your phone as a torch instead of switching the lights on. Make sure your Dorm room is closed when entering or leaving. You are required to state if you are suffering from an infectious, contagious or communicable disease upon check-in or at any time during your stay. As we have to ensure all guests' hygiene & sanitation, relocating suffering guests to private room is mandatory.

Keep your personal locker key, given to you upon check-in, safe at all times. Don't leave it on your locker and make sure to hand it over, together with your keycard, upon check-out. Losing, failing to return or damaging your locker key will result to a 10€ penalty charge for its replacement.

> PRIVATE ROOMS

• HOUSEKEEPING

Rooms are cleaned daily between 11:00 - 14:00. Occupied rooms are cleaned every 3 days during cleaning hours. Please hang the "Do not disturb" sign on the outside door handle during cleaning hours if you wish to keep your privacy or if you don't feel that your sheets need to be changed.

• INFANT POLICY

A limited number of baby cots or cribs are available in STAY Hostel. Make sure you request one when booking.

• **WHEN STAYING IN ROOMS...**

Help us protect our environment by saving water and energy. Please make sure to turn off taps in the bathroom and switch off all appliances when leaving your room. Drop your towels on the bathroom floor if you want them replaced or just leave them on the rack if you plan to use them again. Please note that Room Delivery service is not available.

Need some more comfort? Ask for extra pillows for only 1€ per piece at our Front Desk! Make sure to report any mishaps or damages in your room - a 2€ charge will be applied for pillows, pillowcases or bed sheets soiled with food, beverages or other permanent stains reported by our Housekeeping Department.

> COMMON AREAS

Living with other people brings with it a responsibility to treat others as you would like to be treated yourself. Respect other guests' privacy and behave with consideration towards their habits and beliefs - no form of discrimination, harassment or bullying will be tolerated. Help us make STAY Hostel an unforgettable experience for everyone!

Avoid littering all Common Areas. You are expected to collect your garbage, wash used dishes, mugs and kitchen utensils and store them away when dry. You are also expected to clean the kitchen's counters and appliances used for the preparation of your meals after you are done, including the fridge. Make sure you have switched used appliances off when leaving the Common Areas.

Please keep all your personal belongings safe in your room or in your dorm locker. Any items found unattended on the Common Areas will be disposed of or given to charity.

SHARED BATHROOMS

Do not throw toilet paper or female hygiene products in the toilet. Use the disposal bin instead. Do not leave your personal belongings unattended in the showers/bathrooms, as they will be disposed of on the next cleaning shift. Make sure to turn off sink and shower taps when unnecessary and before leaving the bathroom. Water is precious - help us conserve it!

ROOF TERRACE

Roof Terrace access is reserved for registered hostel guests and registered visitors only, with the exception of organized Special Events, when stated accordingly.

Access is prohibited during Resting Hours, as STAY Hybrid Hostel is located in an urban residential area. Please respect the neighborhood by keeping down all kinds of noise when appropriate.

REVISION OF HOSTEL RULES

STAY Hybrid Hostel reserves the right to revise these rules from time to time and will keep the guests informed of any changes. Ignorance of the Hostel Rules will not be accepted as an excuse.

Enjoy your STAY!