



STAY HOUSE RULES

[v4.0 – JUNE 2024]

Thank you for choosing STAY Hybrid Youth Hostel for your accommodation!

We'd like to welcome you all to Thessaloniki's first hybrid hostel and make your STAY as pleasant as possible. 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 our House Rules carefully. ***

GENERAL RULES

CHECK-IN & CHECK-OUT

Check-in - after 15:00

Check-out - until 11:00

You cannot check-in at Dorms between Resting Hours (00:00 - 08:00).

Failing to check-out on time will result to a penalty fee, as described below. Additional fees apply as follows:

Late check-out: Until 13:00.

10€ extra per bed in Dorms & 20€ extra per Room.

A full rate will be charged for guests checking-out after 13:00.

Valid identification for all guests entering the premises is a requirement at check-in. **We can only accept a Passport or Photo ID.** Management may request additional information as required from guests. People under 18 years old 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.

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

In compliance with the Greek law, all guests are required to acknowledge current Resting Hours. 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 & VAPING

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 outdoor Smoking Areas. Any products producing smoke or vapor are strongly prohibited. Non-compliance to this rule will result to a **200€** cleaning fee to each offending guest.

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 or hospitals in the neighboring area, if necessary. Sexual activities are prohibited in the Dorms, Roof Terrace and all Common Areas, including bathrooms and showers.

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. There are Emergency Escape Plans located next to the elevators on every floor of the building. The staircase and Common Areas are under live feed video surveillance for your own protection and safety.

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.

FREE INTERNET & WI-FI

The use of Wi-Fi internet service is provided free of charge to all of our guests throughout the STAY Hybrid 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, sanitation and public health, safety or security of other STAY Hybrid 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 behavior of any guest is unacceptable or if the 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. Please keep all your personal belongings safe in your room or in your dorm locker. Any items found unattended are stored in our Lost & Found department up to 30 days and will be disposed of or given to charity afterwards.

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 – a Damage Fee will be applied upon evaluation.

SPECIAL RULES

> DORMS

• HOUSEKEEPING

Dorms are cleaned daily between 11:00 - 15:00. Housekeepers 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 Pillow with Pillowcase / 2 Bed Sheets (summer season)
1 Pillow with Pillowcase / 1 Bed Sheet & 1 Duvet (winter season)

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 5€ 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 3€ only at our Front Desk!

• TOWEL SET

You can use your own towels or rent a Towel Set (for 5€) from the Front Desk at any time during your stay and return it upon check-out.

The Towel Set contains: 1 Face towel & 1 Bath towel plus complimentary shampoo and shower gel

Towels are for drying your body and not meant to be used as a bathmat or cleaning rag. You are expected to take care of your rented items during your stay. An extra 10€ charge per Towel Set will be applied to your tab, if you fail to return or bring damaged items upon check-out.

• WHEN STAYING IN DORMS...

Make sure you don't disturb your roommates during Resting Hours. Keep quiet, use your personal bedside light instead of switching the lights on. Make sure your room door is closed after entering or leaving the room. 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 conditions, relocating suffering guests to private room is mandatory on their own expenses.

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.

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.

> PRIVATE ROOMS

• HOUSEKEEPING

Rooms are cleaned daily between 11:00 - 15:00. Occupied rooms are cleaned every 3 days during cleaning hours – if you need your bedlinen and towels to be changed, make sure to leave them on the room and bathroom floor respectively. Our Housekeeping staff may also ask for emptying bins or refilling bathroom amenities daily between 18:00-21:00.

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 bedsheets & towels need to be changed.

• INFANT POLICY

A limited number of baby cots or cribs for infants up to 2 years of age are available in STAY Hybrid Hostel. Make sure you request one when booking at an extra cost of 10€ per stay.

• 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 3€ extra per piece at our Front Desk! Make sure to report any mishaps or damages in your room - a 10€ 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 and mugs and store them away when dry. Cutlery sets are available free of charge at our Front Desk anytime during your stay and should be returned clean before your check-out. You are also expected to clean the kitchen’s counters and appliances used for the preparation of your meals after you are done. You may find permanent markers available on our refrigerators – please make sure to mark your food with your name, room/bed number and check-out date. Any unlabeled food will be disposed immediately.

Stoves and ovens are not available anywhere on the premises. Make sure you have switched used appliances off when leaving the Common Areas.

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!