

Regulations of staying at the “Hipstel” Hostel in Warsaw

1. The reception is open between 8.00-20.00.
2. You have to check in after 01.00PM and check out before 10.00 AM on the next day. It is possible to check-in earlier, after contacting the reception. Cleaning time is from 08.00 AM to 01.00 PM.
3. The check-in is available from 01.00 PM to 07.00 PM. Later check-in is only possible after contacting the Hostel’s receptionist.
4. Hostel does not serve breakfast.
5. The quiet hours are from 10.00PM to 6.00AM.
6. The hostel is under video surveillance and it’s guarded 24 hours a day.
7. All Guests are required to show the staff a valid ID card, passport, or other valid proof of their identity and settle all payments at check-in. Any person without a valid ID will not be accepted at the hostel.
8. Guests are charged for the entire reservation on arrival (in advance). The price includes all taxes. The price per night is contractual and not constant, established according to availability of beds at the hostel. Current prices are available on the website of the hostel www.hipstel.pl. Prices can also be changed during both cultural and sport events in Warsaw.
9. The hostel will refuse to accept a guest who broke the regulations of staying at the hostel or disrupted the functioning of the hostel during a previous stay.
10. The hostel reserves a right to refuse to accept a Guest who is drunk or under any psychoactive substance’s influence.
11. Our hostel reserves the right to send for proper preventive services in emergency situations, such as: aggression of a group members towards the receptionists or other guests, consuming any psychoactive substances, disturbing the quiet hours or throwing rubbish or other things out of the windows onto the streets or the Hostel’s surroundings.
12. Guest, who may disturb the comfort or safety of other Guests, will be asked to leave the hostel. In this case, the payment for the stay will not be returned.
13. If you want to prolong your stay, you should inform the receptionist by 10.00AM.
14. All guests receive electronic invoices.
15. The receptionist can refuse to give a discount if there’s a reasonable suspicion that the Guest is not entitled to receive one.
16. You must leave the key of the room at the reception before leaving the hostel.
17. The presence of unregistered people at the hostel is strictly forbidden. Our Guests are allowed to stay only with the receptionist’s knowledge and permission, though no longer than until 10.00PM.
18. We kindly request our Guests to keep rooms and common areas clean and tidy at all times.
19. The dormitories are co-educational. Every bed in those rooms is meant for one person.
20. We accept pets at the hostel only in a private rooms, after coordinating it with the reception.
21. The hostel Guests are responsible for any damage to the hostel’s equipment caused by them or their Guests and will be charged for the repair.
22. A Guest takes full financial responsibility for the intervention of external services caused by inappropriate behavior.
23. A Guest’s personal belongings left at the hostel are stored for a period of 30 days, after which they are given to the Lost & Found office or utilized.
24. Smoking is absolutely forbidden in all areas at the hostel. The penalty for smoking is 250 PLN.
25. Hostel Guests have to abide by the fire regulations and general safety rules.
26. Hostel Guests are kindly requested to report immediately any defects seen in the hostel area to the reception staff.
27. The Hostel takes no responsibility for valuable and personal belongings left either in the hostel’s luggage room or in any of the shared rooms.
28. At the check-in, there is a refundable deposit charge of 10 PLN for the key to the locker in dormitories. The lost key fee is 20 PLN each.
29. The price of accommodation does not include: car park places, drinks, towels etc.
30. The hostel does not return the advance payment.
31. A free cancellation of booking is possible up to 24 hours before the stay and only by e-mail, or, in case of the already lasting stay, until one day before leaving, not later than until 10 AM. If the payment was made by card, there will be a 5% charge. The cancellation of booking is not available for customers opting out from this option.
32. In case of not arriving for the reservation, our Hostel reserves a right to charge a guest’s credit card for the first reserved night and cancel the rest of the booking.
33. All the group payments must be made on the day of arrival or by bank transfer before the check-in.
34. The group organizer is responsible for filling-in a list of members and giving it to the reception.
35. The hostel does not clean group rooms if the period of stay is less than 7 days.
36. The group organizer/travel agency is responsible for any damage made by the members of their group. The ones responsible must inform the reception about any damage. In case of not informing the reception, the Hostel reserves a right to send an invoice for the damages to a school, organization or travel agency with a 7-days time of payment.
37. We require a 30 PLN deposit per person from a group larger than 8 people. It’s refundable at the end of the stay if there’s no damage made by the group.
38. We confirm a possibility of taking a group depending on available rooms on a day of request. Our offer, confirmed and accepted, becomes an initial reservation. We reserve a right to cancel such reservation without informing about the reason. Only the pre-paid reservations become the final and guaranteed confirmation.
39. The hostel charges 50% of price per each reserved night for every group member who didn’t come, if the group organizer doesn’t e-mail the reception at least 7 days before arriving about the final number of group members.
40. Reservations made by foreigners, which is necessary to obtain a special booking confirmation for the embassy, held as non-refundable and are required for 100% charged. Reservations can not be canceled or shortened. However, if Guest make a standard reservation (refundable) via booking partner (eg. Booking.com, expedia.com, etc.) and ask to issue a special confirmation of the booking to the embassy, and then cancels the reservation through booking partner, then will be charged for the cost of issue the document in value as a 100% of the cost of reservation.
41. At the time of booking or check-in Hotel Guest acknowledges and accepts these terms and conditions.

In case of problems in the interpretation of the regulations, the Polish version shall prevail

