

POLICY

RULES AND ORGANIZATION OF THE HOSTEL

The hostel has the sequent timetable:

- ✿ Open 365 days a year
- ✿ Check-out/ Departures: at 9,30 a.m., guests must have left the rooms.
- ✿ Check -in/ Arrivals : starting from 12:30 p.m. to 7:30 p.m.

Arrivals and departures can be done only in the indicated hours. **Whoever doesn't respect the time given for check-out will pay for the sequent day.**

The rooms and the entire structure will remain closed from 9:30 a.m. to 12:30 a.m. for housekeeping.

People accepted by the Hostel are:

- A. Owners of the AIG Card and of foreign associations members of IYHF;
- B. Group leaders with leader AIG card and of foreign associations members of IYHF;
- C. Families with AIG family card, in case they come with an underage son;
- D. Family members with cards of foreign associations members of IYHF;
- E. People who have special conventions with AIG.

At Check-in, guests are requested to show the AIG card and an identity card that must be valid for the P.S. authority. The social card will be given back after the payment of the overnight stay.

Reservations are considered valid when a **Security Deposit** (art. 1385 C.C.) has been given to the Hostel by the client/guest. The amount of the **Security Deposit** usually corresponds to the price of the first night of overstay , and can never be superior to 50% of the total amount due to the Hostel.

Security deposits can be done with Credit Card, Bank Transfers or be paid in Cash.

- Cancellations:

The Security Deposit will be entirely returned if a Cancellation is notified 28 days (four weeks) before the date of arrival originally given by the person/group;

In case of notification given between 28 and 15 days before the date of arrival: 50% of the Security Deposit will be charged;

In case of notification given less than 15 days before the date of arrival: the Security Deposit will not be given back.



Via San Leonardo 86 – 43100 PARMA Tel. 0521.1917547 - Fax 1917548
www.ostelloparma.it email: info@ostelloparma.it



The Hostel is not responsible for guests' objects, and there's no service of luggage deposit.

At Check-in, guests receive bed linen and pillowcase (bed linen are included in stay's fare), which people must personally give back after they undo the bed the day of check-out. Bed linen must be put in the appropriate containers situated in the hallway of the reception. Guests must also take care of all the material that the Hostel gives them.

Beds for a single person or groups are reserved until 10:00 p.m. (in case of payment in advance).

In case of a family, if a family room is not available, parents will go in shared rooms taking with them children of the same sex.

The hostel is not responsible for vehicles (and neither objects in it) parked outside the hostel.

Damages caused by the guests will be quantified and the guests will be asked to pay immediately for them. If guests will be not willing to pay, the Hostel will take the necessary steps in order to have the damage paid.

In the Hostel is strictly forbidden:

- Smoking in the rooms and inside the building;
- To use the bed without linen;
- To use personal linen (not given by the Hostel) or sleeping bags;
- To hang up underwear or clothes in the rooms;
- To do drugs;

People who are manifestly ill, drug using, alcoholic, filthy, are not admitted in the hostel.

The Hostel's Direction can ban people who don't observe the present policy or that disturb other guests or the normal activity of the Hostel.