

Last update: January 2017



Terms & Conditions

Always READ BEFORE booking your bed!

Attention Guests!

Every time you book yourself a bed at **Almancil Hostel** or someone does it for you regardless of any signature given later, it means the person staying at the Hostel **knows and accepts all the Terms and Conditions!**

Almancil Hostel reserves the right to deny entry in the hostel - at any given time or day - to anyone who doesn't follow T&C and/or all the general hostel rules. Guests included!

The Terms and Conditions may change without any previous warning or information.

Be sure you always read everything before booking your stay with us!

1- Personal Identification

Please make sure to bring and provide us your valid personal I.D.

Necessary I.D: valid photo identification, preferably a passport. We also accept your driving license.

According to the Portuguese laws if you do not provide us your personal valid I.D we will have to refuse checking you in the hostel and no refunds will be offered. We also would like to inform that we'll send your personal details to the **Portuguese Immigration and Borders Service**, because it's mandatory by law!

For further info please visit:

<https://www.alesclarecimentos.pt/travelers>

2- Arrivals and Departures (IMPORTANT!)

The hostel is open 24/7, although the reception desk has a different timetable.

The Reception is closed on Sundays & Mondays. If you need to check-in or check-out during this days, please LET US KNOW in advance so you get a staff member to assist you!

Read more: www.almancil-hostel.com

Check-in is from 14.30PM to 17:30PM.

Please note that late check-ins from 18:00PM onward are subject to a surcharge of 10€ per person! AND If you plan to check-in in a different schedule, please let us know in advance by email.

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Check-out is from 9:30 AM to 11:00 AM.

Please note that late check-outs from 11:00AM onward are subject to a surcharge of 10€ per person!

So please make sure you and all your belongings are out of the room by then. It's important that you are able to check-out on time so the room/bed can be cleaned properly before the new guest(s) arrive for their check-in. Please help us to provide a fair and quality hostel service to all guests that wish to visit us!

Please make sure the alarm is set so you don't get late and don't have to pay any extra cost.

We wouldn't like to charge you more but we'll do it if necessary! Trust us!

3- Payments

We take cash payments, debit/credit cards or bank transfers and we only accept Euros (€).

You must pay for your booking during the check-in process **AT YOUR ARRIVAL!**

Last minute deals and special packages:

Once you have booked with us you have to pay upfront and you cannot cancel them later. No refunds will be offered. Be sure the deal really suits you before booking and paying us!

Fridays, Saturdays and Sundays: We only take cash or debit cards! We won't accept any bank transfers!

4- Cancellation Policy

We'll always try to be reasonable and flexible with all situations that might arise. But if for some reason, we cannot be so flexible the rules will be applied no matter what.

So, IF YOU CANCEL WITH LESS THAN A MONTH BEFORE your check-in date, we'll still charge you 50% of the reservation value (in euros).

So, IF YOU CANCEL WITH MORE THAN A MONTH BEFORE your check-in date, we'll refund 100% of the reservation value (in euros).

5- Usage of Towels

We will offer you the chance of getting towels for free depending on what type of room you book.

DO NOT steal or damage the towels. More explanations and details will be given during your check-in process.

6- Reservations via Email or at Almancil Hostel Reception Desk

In order for us to confirm your reservation we'll have to confirm that we received at least 30% of the total amount of your reservation (€). You can pay at the reception or send us the money via bank transfer. **If you decide to use the bank transfer method DON'T forget to send us the proof of your payment via email.**

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7- Online Reservations (Booking.com or similar websites)

Please READ all Terms and Conditions before booking us via Booking.com or a similar reservations website.

8- Age Restrictions

If you're under the age of 18 we cannot accept your booking unless you are accompanied by an adult (18 or over).

The adult must sign a document confirming he/she is responsible for you and all your actions during your stay at the hostel.

If you're travelling in family and wish to bring your children they are welcome but you should consider booking a whole dorm and/or private room(s) for the group according to your needs.

Guests under the age of 16 cannot stay in a shared room with other hostel guests unless at least one adult of the family/group stays in that shared room as well.

We do not have any upper age limit. Most of our guests are backpackers in the 18 to 35 age range.

Everyone is welcome to stay with us!

9- Room Allocation

Are you travelling with friends or family? Are you a big group of people? So why not taking over a whole dorm so you stay all together?

Please remember: all our dorms are mixed excluding the girl's room!

Also keep in mind that we cannot guarantee that you all will be sleeping in the same room. Sure, we always can try to manage the bookings but there are no guarantees unless you book your own dorm and/or private rooms weeks in advance.

10- Access to the Hostel and Rooms

During the check - in process you will be informed on how you will get access to the property and your room. **Only guests can have access inside the hostel.**

11- Guest Behavior

Safety and comfort at all levels matter to us!

You cannot bring any friends - that are not guests in Almancil Hostel - into the hostel unless the reception staff accepts it. Always ask for permission first! We might say yes or no!

Any guest(s) who in our opinion(staff) do not follow the basic rules and/or compromise the safety, security or comfort of the guests and/or the staff will be asked to leave the premises by the local police and will not be given any refund.

For safety reasons there are surveillance cameras spread out in the hostel.

Please act properly at all time.

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We expect you to respect people, local residents and our property. The local Police Station is only minutes away by car! We wouldn't like to give them a call but we will if necessary!

12- SEX

If you're planning to have sex in the hostel you must be 18 years old or older and you also will need to book a private room for that. We will check your personal I.D!

Sex in shared rooms is not allowed under any circumstance.

Respect the other people please!

If you do not respect other guests in shared rooms and decide to have sex there or in any other place in the hostel - excluding private rooms - you probably will end up being expelled from the hostel and won't get any refunds! No exceptions! Guests trying to have some sleep don't have to deal with your private life and noisy actions in the shared room.

13- No Smoking Policy

Smoking is not allowed anywhere inside the hostel.

Portuguese laws are very strict regarding this situation.

Any guest found smoking inside the hostel can be heavily fined according our laws.

It is allowed to smoke outside the hostel in areas like our sun terrace for instance.

14- Last Minute Deals and Packages

Almancil Hostel runs a variety of special prices, special offers and discounts throughout the year.

In order to know how to get the best deals please visit our website and social media on a regular basis.

Special deals, last minute offers and discounts must be paid by bank transfer a few days before, or in cash - during the check in process - or you will lose them. We don't accept any cancellations in these situations.

No refunds will be offered.

15- Discretion

All bookings are subject to availability and we reserve the right to decline any bookings.

16- Your Personal Info

We - at Almancil Hostel - might store your personal info just to inform you of other services and offers which we like to make available from time to time.

Booking our services mean you understand and agree with this possibility. We won't email you at all if that is your wish at the check-in process, because we always ask for permission first!

Later, if you do not want us to use your personal info (email) like explained above, please just send us an

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email with the text "REMOVE".

The email used to contact us will be removed from our list.

17- Damage to Almancil Hostel

In the unlikely event of property damage Guests will be expected to reimburse the hostel before checking - out.

Do not steal or damage!

If necessary we will call the local police.

You will have to pay us for any damage caused by inappropriate behavior during your stay.

18- Personal Belongings

You are the only person responsible for all your belongings.

Almancil Hostel is NOT responsible if you lose something in the hostel. Staff might help you to find any lost item but no refunds of any kind will be offered if you lose something during your stay with us.

No exceptions at all or what so ever!

19- Pets

No pets of any kind are allowed in the Hostel. If you brake this rule you will have to pay us 100€ and leave the hostel afterwards. We'll not offer you any refunds!

20- Breakfast

At this point we are NOT able to provide you any breakfast. But we can get you a solution!

Contact the Reception Desk for full info.

21- Hostel Common Areas

Please make sure to respect all the rules. We recommend you to clean everything after using (Kitchen, Showers, Toilet).

22- Signs and Info's

Make sure you follow all the rules at all times. Hygiene and safety matter a lot to us!

23- Throwing up? Nobody likes vomit!

In case you throw-up for what reason **you must totally clean it immediately**. If you do it on the beds or anywhere INSIDE the rooms, we will charge you 50€ for cleaning it! And you'll still have to apologize to all

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your roommates. If this situation happens with you or somebody else, **you must report it immediately to the reception.**

24- Heavy Drinking?

If you decide to drink too much and start getting aggressive towards other guests or the staff, **we'll call the police to identify you!** You might end up getting expelled from the hostel and no refunds will be offered to you! No second warning will be given.

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