

CODE OF CONDUCT FOR GROUPS

****Leader must ensure all the group are aware of our Fire Exits, Stairs and Assembly Point in the event of a Fire****

Ask reception staff if assistance is required.

I, the elected group leader, understand to fully comply with and enforce all the conditions mentioned.

DATE : / /

ROOM NUMBER:

RESERVATION NAME:

RESERVATION ID:

CONTACT NAME:

TEL.NO:

DATE OF ARRIVAL:

DATE OF DEPARTURE:

NO.IN GROUP:

ADDRESS:

ID NUMBER:

DETAILS OF DAMAGE DEPOSIT

Please note Pre-Authorisations will hold funds for 10 WORKING DAYS

Amount pre-authorized:

DETAILS OF DAMAGE DEPOSIT RETURNED

Amount of pre-authorization received:.....

Date pre-authorization returned:.....

SIGNATURE:

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*From past experience with some groups it is now company policy to charge a fully refundable damage deposit €30 per person. This will be done 1 day prior arrival to all groups by pre authorization on the same credit card used for making the reservation (group leader is responsible for updating us about any changes in group reservation). Please note pre-authorizations will hold funds for **10 working days** on the guest's credit card. As we do not accept cash, the damage deposit can not be paid up to arrival, but has to be secured 24 hours before arrival.*

It will be refunded on departure provided the group has adhered to the rules of the hostel, listed below:

- Consumption of alcohol is not allowed in the hostel (not inside of the building, nor on the terraces, neither in front of the hostel).
- The use of strong or abusive language to a guest, member of the public, staff or management will not be tolerated. Intimidating/aggressive body language/behaviour to any of the above is equally unacceptable.
- Any group member causing accidental or malicious damage or theft to Zero Hostel or to another guest's property will have to, prior to departure, pay all repair/replacement costs in full. Similarly, any tampering with fire detection, fire-fighting equipment will incur the same penalty.
- Any disturbance caused to another guest or neighbours by shouting, singing, music, inside the property or outside the building or running around corridors inside the hostel is forbidden at all times. Quiet time is between 23:00-08:00 and need to be respected all the time, including when moving between rooms and bathrooms.
- SMOKING IS NOT PERMITTED (neither in patios, neither terrace) in Zero Hostel by law. (smoking fee is 200 EUR).
- No consumption of food or drinks is allowed inside the rooms. Any items of food or drinks can be taken from the room.
- Rubbish or items of personal or hostel property thrown from any window onto the street has the potential of causing an innocent party serious injury and all offenders will be prosecuted.
- Check out time is until 11 AM on the morning of departure. (later check-out can be charged extra).
- A group leader must be appointed for each group and will deal with any problems related to the group. The phone number of the leader is _____
- Any breach to the above code of conduct will result in the offenders, or in cases of extreme behaviour, the entire group being requested by the staff on duty to leave the property immediately. All pre-paid monies will be forfeited by the group and retained by Zero Hostel in lieu of loss of business.
- Rooms that are left in such a state that incurs additional housekeeping to clean will be fined.
- Luggage room is limited to actual availability in the moment and for additional fee. We can not guarantee any space for groups and for their luggages in the day of the departure.
- All additional hostel policy and rules needs to be followed and respected.