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Description automatically generatedGROUP RESERVATIONS**

*POLICIES, TERMS AND CONDITIONS*

***GENERAL POLICIES***

\* **Check-in time**: from 3 PM – An estimated arrival time will be requested to avoid crowds at the reception

\* **Check-out time**: until 11am. (later check-out can be charged extra) – All rooms have to be left empty until 11 AM. If you plan to stay on site yet, please inform us about your departure time to avoid crowds.

\* **No smoking** or vaping inside the building, nor on the terraces or patios. Smoking is only permitted outside at the entrance. (Smoking fee inside the building or patios is 200 EUR).

\* There is a **zero tolerance policy for drugs and alcohol** on the premises. No alcohol is allowed in the hostel.

\* Only 1 person per POD is allowed. Please use the bed that’s assigned to you at check-in. No visits allowed inside the rooms.

\* **NOISE POLICY** - **Quiet time is from 11 PM – 8 AM in the rooms, bathrooms and all corridors.**

\* We do not accept **Stag/Hen/Bachelor parties**

\* **A valid photo ID** (passport, ID card – only for members of EU, driver’s license – only for spanish citizens) is required at check-in process for all members of the group. If not delivered, check-in and access to the hostel will be refused as legally required.

\*Group receives link to be able to do **check-in online** before arrival for ALL members of the group. Group will receive also **Excel sheet** where you can add manually all data and reception can prepare all check-in for you. This Excel with all data will need to be delivered at least one month prior arrival. If no data are delivered or filled, the group will need to count with waiting time during the check-in until all data are proceed by reception as legally required.

\* **Guests under 18 years** old are not permitted to share rooms with other guests who are not part of their group and can only book if accompanied by an adult guardian and delivered Parental Consent Form signed by parents. You can request parental consent form from the reception before arrival. During the check-in process it has to be delivered to reception as legally required.

\* There is 24 hours access to the hostel with a virtual key on the Goki app (to be downloaded by everyone on their smartphone) or with a personal pincode. To make check-in process faster, please download the GOKI app on all mobile phones of each group member:

For Android: <https://play.google.com/store/apps/details?id=travel.goki.app&hl=en&gl=US>

For Apple: <https://apps.apple.com/nz/app/goki/id1486837843>

\* If separate beds booked for a group – there are no guarantee that that all members of the group will be together in the same room if private dormitory was not booked for a whole group.

\*Any damage caused to the property (including smoking fee) can be subject of extra charge

\* **Breakfast** is for extra charge. Breakfastis served from 8:00 until 10:30 AM. Breakfast have to be organized in advance for groups due to planning and organizing the space. Request your options.

\* Towels are for extra charge. Request your options.

\* There is a 14 days maximum stay policy.

\* No pets are allowed at the hostel.

\* We do not accept Cash for payment of stay or damage deposit

\* Luggage room service is limited and needs to be organized in advance.

\* Failure to comply with the policies will result in eviction of the whole party.

Privacy policy: <https://zerohostels.com/barcelona/privacy-policy>