



Terms and Conditions

Group Reservation

A reservation for 10 persons or more is considered a **Group Reservation**. Because groups demand special preparation, these reservations cannot be made on-line. It is necessary to request them by mail, to groups@hello-hostel.eu

Terms and conditions :

- Once the group accepted to book, Brussels Hello Hostel will send a invoice which is valid 15 days. The booking is only valid after a downpayment of 50%. The other 50% of the total amount needs to be paid at arrival (check-in).
- The payment needs to be done to the following bank account:
BIC: GKCCBEBB IBAN: BE74 0682 5096 6107
- If this payment is not received before the deadline, Hello Hostel is not expected to keep the reservation.
- Note that **10% of the total amount** of the reservation costs represent administrative fees, and are **non-refundable**.
- The reservation can be **cancelled** until **1 month** before arrival.
- The reservation can be **modified** with no extra charges until **1 week** before arrival, always **depending on the hostel's availability**. Notice that **we only accept changes** by email, from the person(s) declared as **"head(s)" of the group**. Significant number of cancellations will be considered a cancellation and not a modification.
- Check-in is possible from 08.30AM, but access to the rooms only from 12:00AM.
- Check-out is 10:30 at the latest. We have a locker room where the group can leave their luggage until departure time, and they can stay in our common areas and use our facilities until then.
- In case of lost keys, the head of the group will pay 7€ for each key that is not turned in.
- Smoking in the hostel is strictly forbidden, a 50€ fine is applicable.
- Animals are not allowed in the building.
- Bedsheets are included in the price per person and not per night.
- Breakfast is included in the price, and served in the common area between 7 and 11 AM.
- There is an equipped self-service kitchen that can be used to prepare meals.
- The use of computers and WIFI in the common room is free of charge.
- There is a bar within the premises of the hostel.
- The hostel declines all responsibility in case of theft or loss of personal objects of any member of the group.
- This contract becomes void in case of force majeure. In this event, the group has the right to be fully reimbursed for all payments made, but no right to any other indemnities.
- The person in charge of the group accepts whole moral and legal responsibility for the group. The group must obey internal rules of the hostel, as well as usual social harmony rules and all instructions coming from the director of the hostel.
- All damages caused in the hostel by members of the group are to be immediately paid for, after proper evaluation of damages. If those damages are noticed after the group's departure, they will be paid by bank transfer.
- The hostel reserves the right to refuse admittance.