

General Terms (GT)
Hostel Inn-Berlin

Property of
Dang Duc & Carnarius GbR



PRICES

Our prices are flexible and can vary according to the season, availability and occupancy. Please always ask for current rates. Prices are updated regularly. This would also affect offers after they expired. It does not affect confirmed and secured reservations.

We reserve the right to correct offers if an obvious mistake happened (e.g. typing error). In the case the client does not agree, there will be no contract (no booking). Discounts and rebates we provide, in principle, cannot be added.

RESERVATIONS

Bookings are confirmed when we have received valid credit card data of the booking party, a deposit (30% of total price), or full payment.

We reserve the right to cancel the booking for good reason from our side up to 3 days before arrival. If the booked room cannot be used (e.g. because of a sudden water damage, heat loss in winter, not working hot water heater or similar), we have to keep the right to cancel the reservation at any time. If available we offer an alternative room for the given price. We also can help to find another place to stay. However, we do not cover any additional cost the guest(s) may have due to cancellation.

CANCELLATIONS

Bookings made through booking platforms or other agencies apply their terms & conditions. Reservations are made directly with us can be cancelled at no charge until 7 days before arrival. Payments received by us will be refunded (bank fees – usually only outside the EU - are to be borne by the guest).

For cancellations made during the period of 6 days or less to arrival, we raise 30% of the booked amount. Cancellations must be made in writing. Email or a fax is sufficient.

GROUP BOOKINGS

Group bookings are bookings of 10 guests or more, or bookings that include 3 or more rooms. Cancellations can be made free of charge up to 4 weeks prior to arrival. We will refund any payments entirely.

Please understand we have to charge a fee for cancellation done later than:

3 weeks prior to arrival: 30% of the total price,

2 weeks prior to arrival: 50% of the total price,

1 week prior to arrival: 70% of the total price.

If we can rent out the rooms, we will charge the course proportionately. Please note that we receive the most bookings even one or two months in advance. A short-term rental of the room to another guest is the exception. In the summer months or holidays that is more likely. On all other days a short-term rental is very unlikely.

LOSS - DAMAGE - VANDALISM - INTERNET

We calculate as follows:

- EUR 25 for lost set of keys and smart card set
- EUR 50 for broken mirror,
- EUR 100 for broken cabinet or bed,
- EUR 250 for broken door,
- EUR 500 if the police has been called because of too much noise (bed time from 10pm).
- EUR 250 for fire alarm caused by smoking or mischief.
- EUR 250-500 if a room cannot be rented out because it stinks smoke or other odors or it is that dirty that it needs a special cleaning.
- Up to EUR 1,500 for illegal downloads or file sharing.

Furthermore, we will continue to charge all applicable penalties (e.g. for police operations, fire, illegal downloads) are calculated according to the penalty to the person / company / institution / school / travel agency that was responsible for the booking.

SMOKING

Please note that in all rooms and areas smoking is prohibited. All rooms are equipped with smoke detectors. At night no one is in the reception. If an alarm should raise most likely the fire department and police will appear after several minutes. This will result in costs of several thousand EUROS.

Berlin, February 2018