

# WE ALL LIVE TOGETHER SO LET'S TAKE CARE OF OUR HOUSE TOGETHER



## CHECK-IN & CHECK-OUT

We'll be happy to see you at our reception after 14:00 at CHECK-IN and sad to see you leave at CHECK-OUT until 11:00. If you feel like sleeping in and having a late check-out, please let the reception staff know the day before.



## LATE CHECK-OUT

If you don't inform the staff and you check-out after 11:00 we have to charge late check-out fee which is 50 HRK per hour before 13:00, and after 13:00 you bought yourself a whole new day at Swanky Mint. :)



## EARLY CHECK-IN

Early check-in depends on the day since all our guests leave at a different time, some often extending their stay, so just check with the reception at least the day before coming if there's a possibility to check-in early.

If you come to check-in early in the morning, after a party maybe just to sleep it off, and want to leave that same afternoon already, we will have to charge for the whole night.



## CANCELLATION & NO SHOW

If you cancel at least 48 hours prior to 14:00 hours (local time) on the arrival date, cancellation is free of charge. So if you decide spontaneously go to another city that's cool, but let us know in time because if you just decide to not show up we will have to charge the full amount of the reservation.



## SHARED ROOMS

Please have in mind that by choosing a shared room you are actually sharing it with other people, so try not to do what you wouldn't want your roommates to do to you. It is possible that another person could snore or be inconvenient in some other way. But it also means that you could meet a new best friend. :)

P.S. We know it's hard, but try to be quiet when you enter the room late at night or leave early in the morning.



## BEDS IN DORMS

In the dorms, please use only the bed allocated for you. If for some reason you want to move to another bed just come and ask the reception staff if it's possible. That goes for taking bed linen from other beds as well. We are here to help in any way. :)

We're sure you wouldn't want to pay 100 HRK fee because you forgot to tell us about switching beds.



## BED LINEN AND TOWELS

Bed linen and a small towel is included in the price. If you stay with us for more than 4 days, we will provide you with fresh bed linen and a new towel. You can also choose to get a fresh towel for 15 HRK any time, or get a bigger towel for the same price. Also if you want your bed made with fresh linen for 50 HRK at any time - just let us know.



## LOCKERS AND PADLOCKS

In the dorms, each guest has their own locker. We highly recommend that you keep all of your belongings locked up since Swanky Mint is not responsible for any loss of valuables. You can use your own padlock to lock it or if you don't have one, you can buy one at the front desk for 30 HRK or rent one for 10 HRK. Bigger lockers are available in the storage room at a cost of 30 HRK per night.



## HOUSEKEEPING

Our housekeepers start cleaning at 6:00, and come into the rooms to clean from 9:00. They will always try to be quiet, but after 11:00 it could get louder since they have to prepare the hostel for check-in of other guests so be understanding. During late hours housekeeping is not available so if you need something cleaned or linen changed let the receptionist know the day before, during the morning or keep in mind if it's late that it might take some time to handle it.



## BREAKFAST

We offer a buffet breakfast from 8:00 until 12:00 so you have time to sleep in and get out in time for breakfast. For those who like to get up later, there are also different food combos available until 16:00. It's served in the bar downstairs and if you already paid for it, you just need to show your hostel ID to the bar staff. If you haven't already ordered and paid you can do it on the spot in the bar.



## HOSTEL FACILITIES

Our reception is open 24/7 so if you ever need help with anything or a problem that needs handling, let us know right away!

Our bar downstairs is open from 8:00 to midnight, the bar upstairs opens at 17:00, and on Fridays and Saturdays both bars work until 2:00 and offer live music so you don't have to go far for a good party. :)

You are welcome to bring friends to our bar and public areas like terrace and kitchen, but they are not allowed to go to the dorms/rooms and the pool, for the guests safety.



## SMOKING

Swanky Mint rooms and facilities are all smoke-free. Please respect that unless you really want to give us money and pay the 200 HRK smoking fee. If you need to smoke, we suggest doing it with our cocktail in the other hand while enjoying our beautiful terrace. :)



## DAMAGES

If you notice or make any damage in the hostel, please let the reception staff know immediately so we can take care of it as soon as possible. To prevent paying a damage fee, please take care of the hostel property as if it was your own.



## FOOD & DRINKS

You are welcome to make and bring your own food and drinks in our self-service kitchen, just have in mind to clean after yourself, because you're a grown up. And your mum isn't here.

However, you can't bring your own alcohol in any other hostel and bar area other than the kitchen, so we suggest you go to the hostel bar and try our amazing signature cocktails. :)



## SWANKY KITCHEN

Swanky kitchen is open from 7:00 till 23:00. Since there are people sleeping close to the kitchen, please don't hang out there after midnight. But if you need to use something from the kitchen, you can do so quietly.

You are welcome to use everything that is in the kitchen but please take care of it as if it was yours, and clean after yourself.



## COMPLAINTS

It is really important to us that you get the Swanky experience and that you are satisfied with your stay. If you run into any problems, please always contact the Swanky Mint reception, which will help sort out any misunderstandings. In the event that we are unable to resolve the matter right away, please contact us at [mint@swanky-hostel.com](mailto:mint@swanky-hostel.com), describing the problem in detail.

**We want all of our guests to have the best possible experience at the Swanky Mint so please respect each other, our staff and our house rules.**

**Ignorance of house rules will not be accepted as an excuse.**

**YOUR SWANKY STAFF**