



## SWANKY MINT HOSTEL POLICIES

These Policies set out the basis on which Swanky Mint will provide accommodation and other products and services at its hostels to Customers (as defined below) and Guests (as defined below). By making a Booking (as defined below) the Customer agrees to comply with these Conditions.

### LIMITATION OF LIABILITY

To the fullest extent permissible by law, the Hostel's liability for any loss or damage suffered by Customers shall be limited to that which arises out of the negligence of the Hostel's employees, subcontractors or agents.

The Hostel shall not be liable for any indirect loss or damage which may be suffered by a Customer including, but not limited to, loss of income, loss of business, loss of profits, loss of opportunity, loss of anticipated savings, loss of data or loss of enjoyment.

### FORCE MAJEURE

Neither party shall be liable in damages or have the right to terminate this Agreement for any delay or default in performing hereunder if such delay or default is caused by conditions beyond its control including, but not limited to Acts of God, Government restrictions (including the denial or cancellation of any export or other necessary license), wars, insurrections and/or any other cause beyond the reasonable control of the party whose performance is affected.

### BOOKINGS & RESERVATION

- Guests can book their stay via Swanky Mint website ([www.stayswanky.com](http://www.stayswanky.com)) or via reception e-mail [mint@swanky-hostel.com](mailto:mint@swanky-hostel.com). You always get the best prices when you book directly with us (website or e-mail)
- **Check-In Time: 14:00 - 00:00**
- **Check-Out Time: 11:00**
- It is possible to check-in after midnight, but it's necessary to inform the Reception staff about it via e-mail.
- It is possible to have a late check-out but you always need to inform the Reception staff otherwise you might be charged for the full night.
- Late check-out fee is 50 HRK per hour until 13:00. After 13:00 we will charge for the full day.
- Early check-in or late check-out is subject to bed/room availability on the relevant day, to be reconfirmed with the Front Office staff.
- Rooms not occupied by 2:00 hours will be seen as No-Show, unless prior arrangement has been made.
- A full room rate will be chargeable for check-in at 7:00 or check-out after 13:00.
- It is mandatory for all guests to present a valid identity document upon check-in; for foreign guests a valid passport and for domestic guests, a valid identity card shall be accepted as proof of identity.
- Guests checking into the hostel must be at least 18 years of age.
- Upon check-in, all guests must register through a guest registration form at the reception or online prior to arrival.
- Please note that any change in the guest's reservation may change the rate and/or require payment of cancellation fees.
- Accommodation needs to be paid upon arrival, so if the guest doesn't have funds to pay, the guest can't stay in the Hostel.
- If the guest doesn't extend their stay until 11 am on the day of planned departure, the hostel has the right to remove their belongings from the room and cancel any further reservations.

### PAYMENT

- At check-in if you haven't already provided your credit card details via online bookings, you will need to provide a valid Debit or Credit Card details.
- Swanky Mint reserves the right to pre-authorize credit cards without any written approval from the customer.
- Swanky Mint reserves the right to charge the credit card in case of damages to the Hostel that have been made by the guest and not reported or paid at check-out.
- **The following payment methods are accepted by Swanky Mint:**  
Visa, Maestro, Mastercard, Cryptocurrency, JVC, Union Pay, Cash (only croatian kuna).

### DEPOSIT POLICY

- The Hostel requires a deposit from every guest staying in the hostel in case of any damages.
- Deposit can be taken before arrival or at the reception when checking-in regardless if you already paid or not.
- Deposit will usually be in the form of pre-authorisation on the card.
- Have in mind that releasing of the reserved funds takes up to 3-5 days (depending on which bank card you have).

### CANCELLATION / NO-SHOW POLICY

- If you cancel at least 48 hours prior to 14:00 hours (local time) on the arrival date, cancellation is free of charge in which case the Swanky Mint will refund all sums paid in advance.
- If you booked a non-refundable rate, all charges applicable to that booking remain payable in full.
- If you booked via OTA's please contact them for cancellation and refund of deposit if possible, and also contact the Reception Staff about it.
- If you don't make it to check-in by 2:00 we'll have to see it as a No-Show, unless prior arrangement has been made. No-shows are chargeable in the full amount of the reservation.
- Swanky Mint may at any time cancel a Booking if the Hostel becomes unavailable due to circumstances outside Swanky Mint's control in which case Swanky Mint will pay the Customer a full refund of any Charges and any booking fee paid.
- Swanky Mint may at any time cancel the Booking if the payment details provided by the Customer are invalid and the Customer fails to provide alternative valid details.



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### REFUND POLICY

- If for some reason you wish to shorten your stay and want a refund for other days you booked and paid, please have in mind that it takes a few days to process the cancellation and the refund.
- In that case you need to inform the Reception or send an e-mail requesting refund and reasons why, to: [mint@swanky-hostel.com](mailto:mint@swanky-hostel.com) and the receptionist or the Manager will get back to you with details in the next 48 hours from receiving the request.
- The Reception staff can't perform the refund at the Reception unless it is on the same day of the check-in.
- Take into consideration that the Cancellation policy applies here as well; cancelling 48 hours before is free of charge, and after that time it's not.
- If you cancel on the day for tomorrow, refund is not possible.
- If you booked a non-refundable rate, the refund is not possible.
- If you have a valid reason for your cancellation we will take it into consideration and get back to you within 7 days with the decision.
- Valid reasons are not considered those that are normal to expect in hostels (other guests snoring, other guests being noisy, or any other situation that involves another guests behaviour which is out of our control, normal wear and tear, or situations involving the environment of the hostel for example car or tram noise, etc.).
- If you want to avoid unexpected situations with other guests, we always suggest to book a private room.

### GROUP & CORPORATE BOOKINGS

Group Guests and Corporate Guests may have some special arrangement based on their contract with Swanky Mint based on a unilateral decision of the Hostel Management.

### GROUP BOOKINGS

- If you wish to make a group booking please contact us at [mint@swanky-hostel.com](mailto:mint@swanky-hostel.com) so we can help you with arranging the best possible stay for the group and the best deals.
- If you make a group booking via online booking engine, we can't guarantee that the guests will be in the same room and the relocation of the guests will depend on the availability in the hostel.
- Every Group who wants to make a reservation at the Swanky Mint has to make a deposit of 50% of the total amount to confirm the reservation.
- The deposit can be paid by credit card at the reception or directly into the bank account via proforma invoice/offer.
- The rest of the amount shall be charged according to terms set in the Group Contract and/or Offer.
- The group is obligated to send the rooming list the latest a week before arrival. Until the rooming list is sent, the group reservation is not secure. If the rooming list is not complete - the guests will be put in the room in order chosen by the hostel without the possibility to change rooms and beds.

#### **The Group is allowed to modify/cancel the reservation by email;**

- At least 8 weeks prior to the arrival date - no cancellation fees apply and a refund of the total amount shall be granted.
- At least 6 weeks prior to the arrival date - 85% refund of the total amount shall be granted.
- At least 4 weeks prior to the arrival date - 70% refund of the total amount shall be granted.
- At least 3 weeks prior to the arrival date - 50% refund of the total amount shall be granted.
- At least 2 weeks prior to the arrival date - 30% refund of the total amount shall be granted.
- At least 7 days prior to the arrival date - 100% of total accommodation price will be charged.
- Cancellation policy may vary depending on the number of the guests, and the contract between the Group and the Hostel.
- There may be additional applicable charges and taxes depending on the Agreement between the Group and the Hostel.
- The refund policy is based on the total amount of the stay, not on the prepaid 50% to confirm reservation.
- In case of proved death or accidents, a refund may be granted at the General Manager's and/or Front Office Manager's discretion.
- In case the Group arrives the day following arrival before check-out time (11:00 hours), the fee for No-Show for one night's stay based on the room category booked, shall apply, and the booking for the remaining time shall remain valid, unless otherwise defined in the applicable Group Contract. In case the Group arrives the day following arrival after check-out time (11:00 hours), they shall lose the booking, unless otherwise defined in the Group Contract.

### CORPORATE BOOKINGS

- A Corporate Guest is a person that is using Swanky Mint services based on a contract between Swanky Mint and a company or other business organization.
- If you wish to make a corporate booking please contact us at [mint@swanky-hostel.com](mailto:mint@swanky-hostel.com) so we can help you with arranging the best possible stay for your partners.
- Every Corporate Guest who wants to make a reservation at Swanky Mint Hostel has to make a deposit of 50% of the total amount to confirm the reservation. The deposit can be paid by credit card or payment into the bank account via proforma/offer. The rest of the amount shall be charged according to terms set in the Corporate Contract and/or Offer.

#### **The corporate guest is allowed to modify/cancel the reservation by email:**

- At least 10 days prior to the arrival date - no cancellation fees apply and a refund of the total amount shall be granted.
- At least 5 days prior to the arrival date - 70% refund of the total amount shall be granted.
- At least 48 hours prior to the arrival date - 50% refund of the total amount shall be granted.
- If the time for cancelling without penalty has passed, the forfeiture amount will be 100%. There may be additional applicable charges and taxes.
- The refund policy is based on the total amount of the stay, not on the prepaid 50% to confirm reservation.
- Cancellation policy may vary depending on the number of the guests, and the contract between the Partner and the Hostel.
- In case of proved deaths or accidents, a refund - may be granted at the General Manager's and/or Front Office Manager's discretion.
- In case the guest arrives the day following arrival before check-out time (11:00 hours), the fee for No-Show for one night's stay based on the room category booked, shall apply, and the booking for the remaining time shall remain valid. In case the guest arrives the day following arrival after check-out time (11:00 hours), they shall lose the booking.

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### HOUSE RULES

- Each guest is expected to behave in a manner that is respectful of other guests.
- Swanky Mint has a right to ask the guest, upon arrival to the hostel, a deposit or credit card number as insurance for eventual damage that might occur during the stay in the room.
- Swanky Mint is not responsible for the damaged, lost or stolen luggage or any valuables kept in the room.
- Please refrain from hanging out in dorms after 22:00, lights out at 23:00, lights out in the kitchen & common room at midnight.
- Please note that the check-in starts from 14:00 and all the guests have to check-out at 11:00 AM on the day of their Departure.
- If you want to extend your stay, always come to the Reception to let the staff know and to check if your bed is available the next day.
- In the event of causing damage to hostel property compensation will be paid by the guilty party to the extent of damage.
- Smoking is not permitted inside the hostel. Smoking charge in rooms is 200 HRK (approx. 27 €).
- Smoking is allowed only in specifically designated areas. Any guest who doesn't follow the rule will be asked to pay a fine, and the hostel reserves the right to ask the guest to leave if they don't respect the rules.
- It is forbidden to bring other people that aren't checked in guests to private rooms, apartments or dorms. The hostel reserves the right to ask the guest to leave if they don't respect the rules.
- Food in the kitchen needs to be labeled, otherwise, it will be thrown out.
- Any suspicion of stealing in the hostel will result in canceling the reservation of the suspected guest and the guest will have to leave the hostel.
- Hostel facilities and services (printing, sending mail to the hostel's address, etc.) are not available after checking out of the hostel.
- Any damage to the hostel property must be reported immediately to the staff.
- Hostel and bar guests will be charged for all damages except damages caused by normal wear and tear.
- Common hostel furniture must not be moved without the permission of the Swanky staff.
- The hostel management is not responsible for any loss of private property. Hostel guests are strongly advised to lock all their valuables e.g. mobile phones, laptops, watches, money etc. at all times.
- Possessions, distribution and use of fire-arms, lethal weapons including air gun, contraband drugs, alcohol (outside bar and terrace), toxic and hazardous material are strictly prohibited in the hostel.
- Pets are not allowed in the hostel without prior notification.
- The hostel management reserves the right to revise the Hostel Policies from time to time and will keep the hostel guests informed of any changes in the form of notices on the hostel notice boards.
- Any complaints, suggestions or enquiries are always welcome.
- Guests are obligated to report complaints upon occurrence and we kindly ask to cooperate with the Swanky staff with intention to eliminate causes of the problem.
- If the problem is not resolved on the spot, the guest is obligated to submit a written complaint to Swanky Mint within 8 days after departure via e-mail.
- Swanky Mint is obligated to respond to complaints within 14 days.
- In case of emergency please call 01/4004-248 or 112.
- The hostel reserves the right to refuse service to guests with visible low hygiene standards, guests who show signs of harassment of any kind toward staff or fellow guests, aggression or violent tendencies or are in an altered state (alcohol, drugs) during stay or at check-in.
- If the hostel guest does not follow the rules, or is causing trouble with other guests, or isn't respecting other guests and their things, the hostel has the right to ask the guest to leave without a refund for the paid nights.
- Ignorance of rules will not be accepted as an excuse.

### COVID-19 INFORMATION

- Guests using the Hostel services and facilities confirm that:
  - They have no symptoms of respiratory diseases (coughing, sneezing, headache, etc.);
  - They do not have a fever;
  - They have not been in self-isolation for the past 14 days;
  - They have not been in contact with people infected with COVID-19 for the past 14 days.
- Guests are solely responsible if they withhold the above information from the hostel staff.
- The Hostel reserves the right to claim compensation from guests who, by failing to tell truthful information about their condition, cause damage to the Hostel and its staff.
- By using the Hostel services, guests adhere to the measures taken to protect workers and consumers in accordance with the recommendations of the Croatian Institute of Public Health regarding the infectious disease COVID-19.

### YOUR SWANKY MINT TEAM