

# HOSTEL TERMS AND CONDITIONS

If you're thinking of staying at QUO Milano, then please take a minute to read our Terms & Conditions. These exist to make QUO a safe, happy and welcoming place to stay.

## FOR ALL GUESTS:

### 1. Arrivals and Departures

- 1.1. **Check-in is from 3 pm.** If you arrive before then we have a handy luggage room – drop off your bags and go explore! We'll do our utmost to let you check in earlier if possible.
- 1.2. **Check-out is by 11 am.** Please, make sure you (and your belongings) are out of the room by then. If you're late to check out then you'll be asked to pay for another night, so make sure that alarm is set!

### 2. Identification

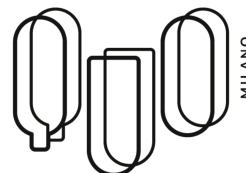
- 2.1. **Make sure to bring a valid PHYSICAL identification document with you, preferably a passport or, only for EU citizens, a government-issued Identity document card. You'll need this to check in, so don't forget!**
- 2.2. Guests without a valid physical identification document that is verified by Italian laws, will not be allowed to check-in, and the reservation will be cancelled. You will be charged the first night of the reservation and no refunds are eligible in this case.

### 3. Age Restrictions

- 3.1. **Guests under the age of 18 must be accompanied by at least one adult (18 or over) OR present at the check-in an authorization signed by the parents with a copy of their passport, if not travelling with them. You can request the fac-simile of this authorization by writing to [stay@quomilano.com](mailto:stay@quomilano.com).**
- 3.2. Guests under 17 years old are not allowed to stay in the dorms, they must book private rooms with a private bathroom, even if accompanied by their parents.
- 3.3. Unlike some hostels, we do not have an upper age limit but the majority of our guests are travelers in the 18 to 35 age range.

### 4. Room allocation

- 4.1. Unless you choose a PRIVATE ROOM, you're booking a BED IN A SHARED



DORMITORY and not the whole room/dorm.

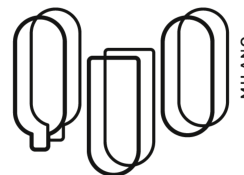
- 4.2. Booking the maximum number of beds in a dormitory does not mean that one whole dorm is being booked, the beds assigned for the reservation can be located in different dorms, according to availability.
- 4.3. If you're travelling with friends or family, we'll do our utmost to assign your beds in a room together – but this can't always be guaranteed. It's important to do only one booking for all the people in the group so that we can easily identify that you are all part of the same group.
- 4.4. Please note that we have **GIRLS ONLY DORMS** and **MIXED DORMS (boys and girls)**. So, pay attention when you're booking your bed and make sure.
- 4.5. We cannot accommodate male guests in female-only dormitories under any circumstances. If a booking is mistakenly made for a bed in a female-only dormitory by a male guest, the reservation will be subject to cancellation or modification based on availability in a mixed or male dormitory.
- 4.6. The hostel reserves the right to refuse check-in to any guest who does not comply with the dormitory gender policy, without entitlement to a refund.

## 5. Prices and Taxes

- 5.1. All prices are quoted in Euro. When referring to DORMS, prices are per person per night whilst, when referring to PRIVATE ROOMS, prices are per room per night, independently of how many people are in the room.
- 5.2. **Tourist Tax** is not included in the reservation price! The Municipality of Milan requires all hotels and hostels in Milan to charge the city tax (or Tourist Tax) to guests on arrival per night per person. Upon your arrival, according to the latest regulations and your profile, we will calculate and inform you of the exact price.
- 5.3. Value **Added Tax (VAT)** is already included in the reservation price.
- 5.4. In case of a reservation extension, the rates applied will be valid on the date that the extension is made.

## 6. Payment

- 6.1. **The amount due for the reservation are paid at check-in** with the exception of the payments done in advance by the guest to Expedia or Booking.com when they choose to do so. We reserve the right, however, to charge at any time before the guest arrival reservations whose duration is more than 6 nights OR the total amount is over 300€. If payments cannot be processed, the reservation may be cancelled.
- 6.2. **To book a bed with us you must provide the details of a credit card as a guarantee.** QUO Milano reserves the right to charge the first night of the booking at any time after the booking is made, in case of no-show, late cancellation by the Guest or any damage caused by the Guest to the Hostel during his/her stay.
- 6.3. **Please be aware that we only accept cash, Mastercard and Visa card**



**payments.** We do not accept American Express, Diners Club cards or any other card.

## 7. Cancellation Policy

- 7.1. **For canceling your reservation free of charge, you must do it at least 48 hours prior to your arrival.** Please, be aware that the cancellation period with no fees **for Booking.com is 14 days prior to arrival.** This policy applies only to REGULAR RATES. If you have booked a NON REFUNDABLE RATE, you will be charged the whole amount of your reservation no matter when the cancellation is done.
- 7.2. The cancellation must be done directly on the channel where you have booked your reservation (Hostelworld, Booking.com, Expedia, Airbnb etc.). We kindly ask you to notify us about the cancellation by sending an email to [stay@quomilano.com](mailto:stay@quomilano.com).
- 7.3. Failure to notify us, or in case of a no show, the first night of the reservation will be charged for each guest on the reservation. This policy applies only to REGULAR RATES. If you have booked a NON REFUNDABLE RATE, you will be charged the whole amount of your reservation.
- 7.4. If you arrive a day late without informing the hostel, we will try to find you a bed, but this may not be in the same room type booked and may incur extra charges.
- 7.5. We reserve the right to cancel a booking in case of force majeure or any other circumstances which do not fall under our responsibility, making it impossible to host the guest.
- 7.6. In case of cancellation by the hostel, we are entitled to accommodate the guest in another hostel with comparable standards and services for the same price agreed and no financial compensation will be given.

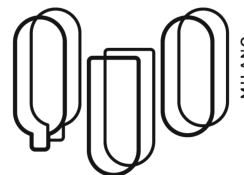
## 8. Room Key Cards

- 8.1. You'll be given a key-card when you check in which gives you access to both the hostel and your room. If you lose your key card, you'll be charged 10€ (euros) for a replacement – so please keep it safe!

## 9. Guest Behaviour

- 9.1. The comfort, safety and security of our guests are really important to us.
- 9.2. Any guest who, in the opinion of our staff, compromises the comfort, safety or security of other guests, staff or local residents will be asked to leave the hostel premises and will not be given a refund.
- 9.3. Guests are expected to respect other guests as well as staff, local residents and property. Fines may also apply for those who misconduct.

## 10. No Smoking



- 10.1. Smoking is not permitted by law inside the hostel. Any guest found smoking within the building will be fined €50 (euro) and asked to leave the premises immediately. A refund will not be issued for the stay. Guests can smoke in front of the premises, just outside the building.

## **11. No Drugs**

- 11.1. Drug use is illegal in Italy. Any guest found using illegal drugs in the building will be fined 250€ (euros) and asked to leave the premises immediately. Any refund will not be issued.

## **12. Alcohol Consumption**

- 12.1. **We will not serve alcoholic beverages to anyone under the age of 18.**
- 12.2. **Due to our bar license, guests cannot bring their own alcohol onto the premises of the hostel, alcoholic beverages must be purchased from our onsite bar.**
- 12.3. If you are found entering QUO Milano with alcoholic beverages you will be charged 50€ (euro) and all alcohol will be confiscated until you leave the building at checkout.
- 12.4. **Alcohol is available in the hostel's bar and can be consumed there and in the surrounding designated areas only. The bar is open 24h, serving alcoholic beverages from 10 am to 1 am.**
- 12.5. **Alcohol is not allowed inside the dorms.** Guests found drinking in the dorms will be fined 50€ (euro).

## **13. Personal Property**

- 13.1. Each bed has a personal locker inside the dorm rooms. It is a guest's responsibility to ensure that personal belongings are secure at all times. QUO Milano accepts no liability for the loss, theft or damage to guests' property, however sustained or caused.
- 13.2. We strongly recommend guests bring a padlock to use on luggage and lockers. Padlocks are available at reception for sale if you don't bring your own.

## **14. Damage to QUO Milano's Property**

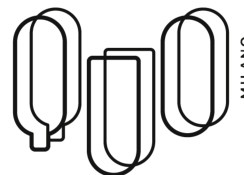
- 14.1. Guests will be expected to reimburse QUO Milano for any damage caused by inappropriate behaviour during their stay. Any eventual amount will be charged on the credit card given at the moment of the reservation.

## **15. Liability**

- 15.1. Except in relation to death or personal injury caused by our negligence, QUO's liability remains, at all times, limited to the value of the services booked, excluding any amendment charges paid to us.

## **16. Errors and Omissions**

- 16.1. Any omission or error in sales literature, web pages/sites, order form,



quotation, price list, order acknowledgement, dispatch note, invoice or other documents issued by us may be corrected by us without liability.

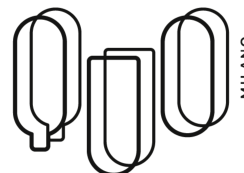
- 16.2. We will advise you of any changes at the time of booking or as soon as is reasonably possible thereafter.

## 17. Discretion

- 17.1. All bookings are subject to availability and QUO Milano reserves the right to decline any booking at its discretion.

## FOR GROUPS (over 10 people)

1. If you are booking a group with more than 10 guests, in addition to the Terms & Conditions listed "for ALL GUESTS", you should consider the points mentioned below, specific to groups.
2. We do not accept groups under 16 years old.
3. We will need to know at request time: the average age of guests, nationality and purpose of the trip.
4. **We will need to know/have at least one week before arrival:**
  - a. Authorization signed by the parents for minors (under 18 years old). This authorization must be presented in original at the moment of check-in as well! We can provide a fac-simile of this document.
  - b. Name and contacts of the group leaders coming on the trip.
  - c. Bed allocation for each guest according to the room types specified on the proposal and pre-confirmed by you.
5. The group leader must ensure that the whole group respects the hostel rules and co-operates fully with our staff if, for example, the building needs to be promptly evacuated. That said, at least one group leader must be with the group at all times – this is in case of an emergency or unacceptable behaviour.
6. **The first instalment of 50% of the full booking value needs to be paid to confirm the reservation. The remaining balance must be paid 20 days before the group's arrival date.**
7. **Please note that our group cancellation policy is 20 days before the group's arrival. Past this time no refund will be given.**
8. We will do our best to accommodate a change in the number of guests as long as it does not exceed 20% of the total number of guests in the group and as long as it is requested at least 1 week before group arrival.
9. We will accommodate the number of people in the room types specified on the proposal and pre-confirmed by you. In the unusual circumstance that more people arrive with your group than have been booked with us, we will try to accommodate the extra people but they will be asked to pay out a single booking rack rate at



check-in.

10. We do not offer coach parking, please ensure that drivers are fully aware of this and have organised proper coach parking prior to arrival.
11. One group leader will be required to fill in a credit card authorization form upon arrival for a **"Group Deposit"**.
12. This will need to be the cardholder. We will pre-authorize the card for **€500 (euro)**. Money will be deducted if:
  - a. Members of the group are misbehaving in or outside the building, being noisy or causing damage to the property;
  - b. Members of the group are found bringing or consuming alcoholic beverages purchased from outside the hostel's bar or drinking alcoholic beverages in the dorms (regardless if purchased in the hostel or not);
  - c. Members of the group are interfering with fire alarm or smoking inside the building; Key cards for room access are lost (10€ per key card);
  - d. This list is not conclusive.
13. The "Group Deposit" can also be paid in CASH at check-in. It will be fully refunded at check-out or partially refunded in case of need for deductions as described in the previous item.
14. Please keep in mind we cannot always accommodate groups all on the same floor because of the layout of the building and the room type chosen, but we will always try and do our best to accommodate groups close together.
15. Ensure the room availability that is given to you allows you the flexibility to fit your boys/girls breakdown once you receive it.
16. **Groups can CHECK-IN FROM 3:00 pm TO MIDNIGHT. Guests will only be able to access their room after 3 pm.**
17. If your group is arriving before 3 pm, please advise us at the time of booking so a luggage place can be organised.
18. Please ensure all group members have adequate travel insurance. We do NOT take responsibility for any lost or stolen property. Please inform your groups.
19. In the event of Force Majeure (governmental action; fire; flood; insurrection; earthquake; power failure; riot; explosion; embargo; transportation interruption of any kind; terrorist attack) affecting your booking, the company reserves the right to receive any outstanding payments in connection to your confirmed booking.
20. All bookings are subject to availability and QUO Milano reserves the right to decline any booking at its discretion.
21. By booking at QUO Milano, regardless of whether this Terms & Conditions sheet is signed, one accepts the above important points.