

# **If you're a Group and are staying at The RomeHello Hostel, or thinking of staying with us, then please take a minute to read our Terms & Conditions. These exist to make The RomeHello a safe, happy and welcoming place to stay.**

## **General**

- We accept groups with guests from the age of 18+.
- We do not accept groups over 30 people.
- We reserve the right to accept groups that do not fit with the above conditions under certain circumstances.
- Due to the layout of the buildings and the room types chosen, we can't always accommodate groups on the same floor. We will, however, do our best to place them as close together as possible.
- We must receive a rooming list for each group at least 2 weeks prior to arrival. This list must include the names of the guests, what room they are staying in, the name of the group's leader.
- Our Group's rates may or may not include breakfast. In the case the breakfast is included in the deal chosen, the group's leader will be handed our Breakfast Boxes every morning for every person of the group. (For detailed information, please reach out the front office staff at check-in)

## **Arrival/departure**

- Check-in time is from 2.00 pm.
- Check-out is until 11 am. If the rooms are not vacated by that time, a fine will be applied.
- Groups are required to check-in and check-out all together. If this isn't possible, please advise the Front Office Team in advance.
- Reception is open 24/7 so there is always a member of the team to help you and your group with any questions / issues.
- We will accommodate the number of people in the room types pre-confirmed by you via email. If more people arrive, they will be asked to pay the available rate at check-in.
- A credit card authorization form, for a 'Group Deposit' of €300 must be completed by the cardholder at the time of arrival (if the cardholder is not present at check-in, a copy of his/her photo ID is mandatory). The sum will be deducted if any of the "In house" rules are not respected.
- Groups will NOT be accepted prior to documents acceptance:
  - Group Deposit form must be read and signed.

## **In house**

- Smoking inside the building is against the law. Please don't smoke in the property! Any guest found smoking in the building will be fined up to €550.
- Any guest found using drugs in the building will be sanctioned according to the Italian State law. Guests will be expected to reimburse The RomeHello Hostel for any damages caused by inappropriate behavior during their stay.

- We offer luggage storage before check-in and after check-out at an extra fee. Due to limited space, please let us know in advance if this is something your group will need.
- Please make sure guests have adequate travel insurance. We can't take responsibility for any lost or stolen property.

### **Cancellation policy and Payment**

- Cancellations must be emailed to: [groups@theromehello.com](mailto:groups@theromehello.com)
- The payment of the group stay must take place in two / three NON REFUNDABLE tranches according to the offer we sent and accepted by you (see attached bid file)
- In the event of Force Majeure (governmental action, transportation interruption, terrorist attack) affecting your booking, we reserve the right to receive any outstanding payments in connection to your confirmed booking.

These Groups T&Cs guidelines exist to make sure that your group and The RomeHello Hostel enter into a relationship of mutual understanding and to make sure that The RomeHello Hostel is a safe, happy and welcoming place to stay. By confirming a group reservation at The RomeHello Hostel, regardless if this sheet is signed, you are agreeing to the above important points.