
SERVICES & RULES

ACCOMODATION are usually private single rooms, upon request we can give double room (ask for the price)

EQUIPMENT every room has a single bed, side table, sink, closet, desk and chair, mirror.

WC/SHOWERS shared bathroom/shower on the floor

LAUNDRY on the ground floor we have a washing machine and a dryer available for our guests. **Rate CHF 3.60/h each.**

KITCHEN (*) the hostel provides a full-furnished kitchen with: stove, oven, microwave oven, kettle, fridge and freezer. Every resident will have his own box with plates, glasses and cutlery. Kitchen is open from 6 am to 10:30 pm. **(*) Kitchen maintenance and clearing is responsibility of our residents; our housekeepers clean the kitchen 3 times pro week.**

we inform you that any damages or losses of any objects in the kitchen or in the leaving room will be charged. The amount will be shared between all the residents leaving in the hostel at that time.

in the question of smoking, in case any butts, ashes, glasses used as ashtray or any other traces of cigarettes will be found, the fine of CHF 100 will be shared between all the residents leaving in the hostel at that time.

every guest will get a personal key for his locker in the kitchen on the 3rd floor. The loss of the key will be charged with an extra cost of **CHF 30.00.**

in the kitchen and in the leaving room there are two cameras recording 24/hours.

WIFI wireless is free of charge! You can connect to WIFI (Monsoon) by register your mobile phone number.

SMOKE in the whole building, especially in the bedrooms and in the common areas **smoking is it strictly FORBIDDEN!!!**
Fine = CHF 100.00

Welcome

PAYMENT

the rental must be paid at the reception **ON ARRIVAL** in cash or by Ec-Direct/Postcard.

The following months must be paid until the day 5th.

The payment by credit cards is allowed just in exceptional cases with an extra tax of 5% of the total amount.

DEPOSIT

a deposit of **CHF 560.00** will be requested. Guests are responsible of any damages.

SAFETY

The resident will get his personal key card to open his room and the main door, which is closed from 10 pm until 7 am.

Loss or damage of the key card = CHF **5.00**.

The hostel doesn't take any responsibility to control when our guests return in their own rooms. The parents of underage guests must take full responsibility.

BUILDING

the building is divide between a private school, a catering service and a hostel, part of the Swiss Youth Hostel associations. The residents are under a contract stipulated with the hostel.

On the ground floor, there is the hostel reception, which is open from 8 am until 10 am and from 3 pm until 10 pm (from APRIL to OCTOBER).

For guests between 16 and 18 years we need an authorization signed from the parents.

DURATION

contracts are monthly and they can be cancelled any moment from Ostello Bellinzona SA in case the rules are not respected.

If the guest wants to cancel the contract, he has to inform the hostel a month in advance; otherwise, the hostel will charge the rest of the month.

CONDITIONS

all the guests will be inform of the house rules.

Those rules have to be read carefully and signed. They could be completed and/or edited any moment from Ostello Bellinzona SA.

CLOSING TIME

the hostel is closed from **23.12.2016 at 3 pm to 09.01.2017 at 7 am.**

Welcome

RESIDENCE HOUSE RULES

1. the resident has to take care of his own room and keep the common areas clean.
2. the resident has to respect the silence inside and outside of the building from 10 pm until 7am; during this time is it forbidden chatting in the common areas and on the floors and is not allowed to listen radio, TV or other devices that could bother other guests.
3. **STRICTLY FORBIDDEN**
 - smoke in the own room and in the whole building; just allowed outside. **Fine = CHF 100.00**
 - to use or have any kinds of drugs and alcohol.
 - welcome other people without inform the reception.
 - to use the external areas on the back side of the building.
 - to leave the cars on the parking in front of the hostel; exception for load/upload with authorization from the reception.
4. it is not allowed to use the parking in front of the hostel! Bikes can be stored in the appropriate space.
5. It's allowed to hang pictures or poster inside the own room only if doesn't damage the wall or the closet.
6. our team is allowed to enter the room for cleaning and controls any time, even the guest is not inside.
7. the house rules could be completed or edited any time from Ostello Bellinzona SA.
8. if you want to welcome relatives or friends in the hostel or in your room you must inform the reception that will request an authorization of the manager. The manager will provide you a special price.