
SERVICES & RULES

Accommodation:

Are usually private single rooms. Upon request, for specific periods, double rooms can be booked (ask for the price).

Equipment:

Every room is equipped with a single bed, a side table, a sink with mirror, a closet and a desk with chair.

Toilets and showers:

Bathrooms and showers are in common on the floor.

Room cleaning and bed sheets:

The hostel guarantees bed sheets, towels for showers and hands which will be changed weekly during the weekly cleaning of the bedroom.

The residents are responsible for cleanness and order of their bedroom and the common areas. Bedrooms which are in disorder will not be cleaned by the housekeeping and linen will not be changed.

Visits and respect:

The external visits have to be announced to the management of the hostel, which reserve the right to refuse the access to third persons also for few hours.

The visit of friends/family which would like to stay in the room of the residents are allowed but are subject to authorization from the management of the hostel and maximum for 1 week. In case of overnight stay, the hostel provides a extra matrasses, bed linen and towels for a price of CHF 20.00/night + CHF 2.40/night for the tourism taxes.

The night silence (from 10pm to 7 am) has to be respected from everybody.

WIFI:

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

Laundry:

On the ground floor there is a laundry available for our guests. Washing machine and a dryer works with CHF 1.00 and CHF 0.20 coins. Detergent and softener are not included in the washing price.

Kitchen:

On the 3rd floor of the side wing, the hostel provides a full-furnished kitchen with: stove, oven, microwave oven, kettle, fridge and freezer.

Kitchen maintenance and cleaning is responsibility of the residents. The housekeeping cleans the kitchen 3 times a week, which does not exempt residents from keeping common areas clean and tidy.

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.

Maintenance of refrigerator and freezer cleaning is responsibility of the residents, which have to label their own food and beverages with their name. The hostel cleans these appliances about every six months and regularly checks their status. All products without label will be removed without any kind of reimbursement from the hostel.

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.

All residents will get a personal key for their locker in the kitchen on the 3rd floor. The loss of the key will be charged with an extra cost of CHF 50.00.

Every resident will have his own box with plates, glasses, cutlery and kitchen rags. If at the end of the stay the box will not be returned or is not fully furnished, each single missing component will be charged separately.

Kitchen and leaving room are video surveillance.

Smoke:

In the whole building, especially in the bedrooms, corridors and in the common areas smoking is it strictly FORBIDDEN! Any transgression will be fined with CHF 100.00.

Smoke detectors:

It is strictly forbidden to tamper or cover the smoke detectors located in the bedroom, in the common areas, in the kitchen or in other areas. The tamper of the smoke detectors will be fined with CHF 200.00 and the resident will be warned. By any further transgression the management will proceed to expel the resident with immediate effect without returning the deposit or reimbursing the monthly rent.

Payment:

The rental must be paid at the reception by cash, by credit card or by deposit within the day 5th of the actual month.

Deposit:

The payment of the deposit, which guarantee the reservation, has to be done at the latest 1 month before arrival. Residents are responsible for all damage to property or persons they cause. The hostel has his own operating insurance. The deposit will be returned at the departure day after final check of the individual room and return of all effects delivered by the hostel.

Building access:

The bedroom dispose of a door lock with a personal room-key. The main entrance door is open during reception opening times. Outside of the opening times the main entrance door will be closed. The access to the building is only possible by using the personal room-key. By loosing or damaging the personal room-key card there will be an extra charge of CHF 5.00.

With the new room closing-system it is not possible to check returning-time of the guests.

Surveillance:

The building host also a youth hostel, part of the Swiss Youth Hostel association (from March to November and occasionally from December to February).

On the ground floor, there is the hostel reception, which is open from 8 am until 11 am and from 3 pm until 8 pm (from April to October) and from 8 am until 12 am and from 2 pm to 6 pm (March and November). After opening time of the reception, the building is only accessible by using the personal room-key.

Duration:

Contracts are monthly and they can be cancelled any moment from Ostello Bellinzona SA in case the rules are not respected. Early cancellation by the resident must be forwarded to the reception with at least one month's notice for the end of the following month. If not the actual monthly rent and the deposit will be withheld. The maximal stay at the hostel is about 3 months.

Conditions:

All the residents will be informed of the house rules and has to respect them. Those rules have to be read carefully and signed. The rules can be completed and/or edited any moment from Ostello Bellinzona SA.

The management of the hostel reserves the right to check at any time the status of the rooms.

Drugs:

The use of drugs is strictly forbidden. Any transgression will be fined, and management will proceed to expel the resident with immediate effect without returning the deposit or reimbursing the monthly rent.

Closing time:

The hostel is closed to tourists from **the 1st December to the 1st March**. During the closing period, the hostel services are guaranteed but limited. During Christmas holiday (2 weeks) cleaning services are not guaranteed by the housekeeping of the hostel.

Welcome