
SERVICES & RULES

Accommodation:

The accommodation is usually a private single room. Upon request, for specific periods, double rooms can be booked (ask for 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 ones a week 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 nor linens will be changed.

Visits and respect:

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 only a few hours.

Visits of friends/family who would like to stay in the room of the resident are allowed but subject to authorization from the management of the hostel and maximum for 1 week. In case of overnight stay, the hostel provides an extra matrass, bed linens and towels for a price of CHF 20.00/night + CHF 2.40/night for the tourism taxes.

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

WIFI:

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

Laundry:

On the ground floor there is a laundry available for our guests. Washing machine and a dryer work with CHF 1.00 and CHF 0.20 coins. Detergent and softener are not included in the washing price. Please do not forget to clean the machines after every use.

Kitchen:

On the 3rd floor, the hostel provides a full-furnished kitchen with: stove, oven, microwave, 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 living room will be charged. The amount will be shared between all residents living in the hostel at that time.

Maintenance of refrigerator and freezer cleaning is responsibility of the residents, who 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 are used as ashtray or if any other traces of cigarettes are found, a fine of CHF 100 will be shared between all the residents living 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 gets an 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 living room are under video surveillance.

Smoke:

In the whole building, especially in the bedrooms, corridors and in common areas smoking is 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 and without returning the deposit or reimbursing the monthly rent.

Payment:

The rent must be paid at the reception in cash, by credit card or via bank transfer within the day 5th of the actual month.

Deposit:

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

Building access:

The bedroom disposes 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, and it is only possible to access the building using the personal room-key. By losing 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 hosts 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). Outside the reception opening times, the building is only accessible with the personal room-key.

Duration:

Contracts are monthly but 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 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 of 3 months.

Conditions:

All the residents will be informed of the house rules which have to be respected. Those rules have to be carefully read and signed at the check-in. The rules can be completed and/or edited in any moment from Ostello Bellinzona SA.

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

Drugs:

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

Closing time:

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