

Dear guest,

Hereby we inform you about our terms&conditions. If you have any questions, don't hesitate to contact us.

We consider a group booking from 10 people and up OR from 6 people or up staying 3 or more nights.

#### **Individual cancellations. Standard or Fully Flexible rates**

If a reservation is made for one or more individuals (until 9 persons) the following cancellation terms applies:

- If canceled more than 30 days before arrival the customer is not obliged to make any payment to Hostel Roots. The customer gets back 100% of the booking costs.
- If canceled more than 14 days before arrival date, the customer is held 25% of the Reservation Value to Hostel Roots. The customer gets back 75% of the booking costs.
- If canceled more than 7 days before arrival date the customer is held 50% of the Reservation Value to Hostel Roots. The customer gets back 50% of the booking costs.
- Cancellations less than 7 days before arrival the customer is kept to 75% of the Reservation Value to Hostel Roots. The customer gets back 25% of the booking costs.
- Cancellations 24 hours or less before the arrival date, the customer is kept 100% of the Reservation Value to Hostel Roots. The customer gets back 0% of the booking costs.

#### **Cancellations by groups. Standard or Fully Flexible rates**

If a reservation is made for a group (from 10 people and up OR from 6 people or up staying 3 or more nights), the following cancellation terms applies:

- If canceled more than 4 months prior to arrival date, the customer is not obliged to make any payment to Hostel Roots. The customer gets back 100% of the booking costs.
- If canceled more than two month before the date the customer is held 25% of the Reservation Value to Hostel Roots. The customer gets back 75% of the booking costs.
- If canceled more than 14 days before arrival date the customer is held 50% of the Reservation Value to Hostel Roots. The customer gets back 50% of the booking costs.
- If canceled more than 7 days before arrival date the customer is held 75% of the Reservation Value to Hostel Roots. The customer gets back 25% of the booking costs.
- Cancellations less than 7 days before the arrival date or a "non-refundable reservation" the customer is kept 100% of the Reservation Value to Hostel Roots. The customer gets back 0% of the booking costs.

#### **Non-refundable- and Early bird rates**

If the customer booked with a non-refundable or early bird rate, the customer is kept 100% of the Reservation Value to Hostel Roots. The customer gets back 0% of the booking costs.

#### **Bankaccount details:**

**Ad to:** Hostel Roots B.V.

**IBAN:** NL57 RABO 0315 5914 39

**BIC/ SWIFT:** RABONL2U

**Name bank:** Rabobank Tilburg. **Adress bank:** Spoorlaan 296