

HOUSE RULES



First of all, welcome to Hostel Roots. We hope you feel at home, home at Hostel Roots and home in Tilburg. To make your stay and the stay of the other guests as pleasant as possible, we like to share our house rules. Please be aware that you sign automatically for this with us when you've checked in.

At check-in we ask for €20,- deposit. Preferably a pre-authorisation of a credit card and otherwise in cash. The deposit is for the roomkey, using the bed sheets in the correct way and respecting our house rules down below. Easy peasy for most people, so at check-out it will be returned in most cases, but keep the following in mind

Keep the peace

- Be kind and show solidarity to each other: any discriminatory behaviour and/or harassment of groups or individuals, in particular based on gender, ethnicity, sexual orientation, religion/belief, age, appearance or social origin, is not permitted.
- Remember that you are here with other guests. Your bedtime could be different then the rest but always respect the other guest's nightrest between 11.00PM and 10.00AM.
- Serenading us with the piano is allowed between 10.00AM and 09.00PM. But make it sound attractive, otherwise we might ask you to practise more at home ;-)
- We have a night shift, he or she won't be staying awake the entire night, but you can call the night number in case you forgot your roomkey, if you don't feel safe or if guests disturb your night rest (snoring roommates not included). You'll find this phone number at your check-in card.

Hygiene & health regulations

- Bedsheets are included with the price and mandatory to use for hygienic reasons. In private rooms and our luxurious dormitory, the beds are made. In other dormitories you'll get a 3-piece package at check-in. Whenever we forgot to hand it over to you, please be supportive and brave to ask for a linen set. At check-out, we ask you to bring this set downstairs and throw it in the dirty linen cart.
- Yuck, do you still smoke? So out of date. If you still want to do this, please do it not inside or out of the window (including e-cigarettes, vaping, etc.) We will charge extra cleaning costs. Get some fresh air while you're at it. Either on the terrace in front, or in the parking at the back.
- We don't offer a guest kitchen to prepare your own meal, ask reception when you would like to use the oven or microwave and eat your meal in our basement bar or living room, not in your bedroom, due to hygienic reasons. We also offer breakfast and you'll find many great places to eat in the city.
- Animals are not allowed in the building, with the exception of seeing-eye dogs. If you want to see some animals? Go explore the wilderness in the Beekse Bergen Zoo.
- Yep, they love to travel as much as you do, bed bugs. As mentioned above, animals are not allowed ;-). Our team is trained to detect them, we look for them daily and a professional company comes in regularly to check the whole hostel. Please let us know ASAP when you think you see them, get bitten by one or think you brought one in while travelling. We have a procedure in place. We are not obliged to refund, but we are happy to help you find a solution!
- Damage to the room needs to be noticed at arrival. Possible damage that you created will be charged. At extreme filthiness of the room, we are permitted to charge extra cleaning costs.

Safety, alcohol, drugs, fire

- Bringing your own (alcoholic) drinks and consuming is not allowed in and around our building. We offer enough drinks in our basement bar, so come join us there! :)
- Having any kind of drugs in your possession is strictly forbidden in and outside our building. Even though we also like to party hard, we are still a hostel, not a festival ground. So stroll around the beautiful city of Tilburg and have a smoke in one of our nice parks.
- Hostel Roots is not responsible for any bumps, bruises, injuries of any kind. So play it safe and watch your step!
- The fire alarm is made for fires, not to joke around with! Misusing the alarm will not only cost you your dignity, but also a minimum of €350,-
- We are not responsible for robbery in a shared room. Lock it at all times when you leave the room. We rent lockers in our general area and in some dormitories..
- Roots employees are allowed to check the shared rooms and mostly inform you by knocking on the door. In the case of a private room, we are still mandated to enter in case of safety reasons.
- We love to create an atmosphere where everyone feels safe. When violating the house rules, showing misbehaviour or acting up, we've got the right to refuse your entry or ask you to leave our property, even after check-in. If this is the case, we are not obliged to refund.

The employees of Hostel Roots are **always** there for you! Feel free to ask questions and/or remarks to our staff. We do our best to make you feel safe and have an amazing stay!