

## Hostel Rules & Guidelines

Hong Kong Youth Hostel Association (“HKYHA”) aims to provide guests a clean and safe living environment and ensure all guests may utilize and enjoy the hostel facilities. In order to create a wonderful stay together, all guests must follow the following Hostel Rules & Guidelines once they entered/stayed in our hostels:

1. Guests must comply with this *Hostel Rules & Guidelines* and follow the instructions made by hostel staff.
2. Guests of YHA Mei Ho House Youth Hostel must check-in according to the designated check-in time, details please refer to the Terms and Conditions for Room Reservation.
3. Except YHA Mei Ho House Youth Hostel, all guests (including staying and non-staying guests) who want to enter the hostel area must arrive the hostel and check-in during specified check-in time, otherwise hostel staff reserves the right to refuse the entry of any guests.
4. Except YHA Mei Ho House Youth Hostel, guests must be an active member of the International Youth Hostel Association (Hostelling International) or HKYHA to stay/enter the hostel, no visitors will be allowed. Each individual member is allowed to bring a maximum of 3 non-members to stay/enter the hostel every time. Please refer to the *Terms and Conditions for Room Reservation* or contact us for more details.
5. Except some of the public facilities of YHA Mei Ho House Youth Hostel, all non-staying guests are required to make a reservation in advance in order to enter the hostel or using the facilities inside, hostel has the right to accept or reject the relevant application. Please refer to the *Terms and Conditions for Room Reservation* or contact us for more details.
6. All staying guests must not exceed the maximum specified occupancy of the reserved room type(s) and the number of people booked in their reservations. If additional bed(s)/room(s) is/are needed, hostel staff has the right to charge the guests for extra bed(s)/room(s) or reject the stay of those extra guest(s). Please contact hostel staff for details.
7. All non-staying guests must follow the number of people listed on their reservation to enter the hostel. For any person(s) without prior reservation and being found inside our hostel, our hostel staff has the right to ask them to provide enough number of valid member card(s) (if applicable, people who failed to provide are required to apply our membership instantly) and leave our hostel immediately or pay an extra fee of HK\$100 per head.
8. Hostel staff reserves the right to ask any persons who enter the hostel to register and provide proper proof of identity (e.g. passport or identity card). Hostel staff has the absolute discretion to refuse the check-in of any persons that their identity information is different from the booking information or any persons who refuse to provide their proof of identity.
9. Age restriction is applied to different room types of different hostels. Please refer to the Terms and Conditions for Room Reservation for more details.
10. A refundable security deposit is required for all bookings and borrowing some of the hostel equipment and facilities. If the guest does not cause any damages or losses to the hostel during the stay/after usage, the deposit will be returned in full. Please refer to the Terms and Conditions for Room Reservation for more details.
11. Extra bed service is available in some room types of each hostel which involve additional charge. This service is always subject to availability and is not guaranteed. Please contact hostel staff for more details.

12. Please be aware of the limitation on luggage size and quantity to bring along with while making reservation of shared dormitory (i.e. dormitory bed). Please contact hostel staff for more details.
13. If guests fail to check-out / leave the hostel according to designated time, hostel staff has the right to request the guests to leave the hostel immediately and pay the overtime charge(s). Please contact hostel staff for more details.
14. Except YHA Mei Ho House Youth Hostel, guests are required to submit application in advance for early arrival / late departure. Please refer to the *Terms and Conditions for Room Reservation* or contact us for more details.
15. Guests are required to take away all personal belongings and luggage upon check-out. The hostel will dispose any items that not belong to the room.
16. All guests must return the key / keycard, bed sheet, duvet cover and all borrowed items to hostel reception during check-out. If any items inside room or any borrowed items are lost or damaged, guests are required to compensate accordingly. Please contact hostel staff for more details.
17. Except YHA Mei Ho House Youth Hostel, guests are required to leave the hostel after check-out. Any guests who want to stay behind must submit their requests and settle the corresponding fee in advance. The requests are always subject to availability and our hostels have the absolute discretion to reject any application. Please contact hostel staff for more details.
18. Guests must ensure that all valuable and personal items are always stored securely and not left unattended. All room windows, doors and lockers should always be locked properly. HKYHA will not liable for any lost or damaged items if guests fail to safely secure their personal belongings during the stay. Lockers are available in most of the hostels, guests need to prepare for their own lock. If guests suspect that there are any stolen or lost items, please immediately notify our on-site hostel staff for assistance.
19. Guests who choose to utilize the public kitchen must ensure that all borrowed utensils and cookware are properly cleaned, cared and kept in the condition found as well as ensure that waste is properly disposed of.
20. No cooking is allowed in any room types.
21. Eating and drinking is not allowed in any room types of some hostels, please contact hostel staff for more details.
22. Some of the hostels provide barbecue site. The quota is limited and prior reservation is required. All guests can only cook or start fire in the designated barbecue area. Guests who utilize the barbecue facilities must ensure that all BBQ tools and wares are properly switched off and the fire has been extinguished naturally before leave. For details, please read "[Rules for the use of barbecue venues](#)".
23. Special themed room types are available in some hostels with different decorations and props (i.e. the Indian Tent, the Green Leaf bed canopy, chain flag, cushion etc) inside, guests must follow the guideline and should not move or pull any of them without authorization to prevent accidents or damages. The props and decorations must be used inside each room or dormitory only and guests should not take them out from the room.
24. Some of the hostels provide outdoor camping (including Bell Tent, Tent and / or Bring Your Own Tent), guests of outdoor camping are allow to use the public facilities, including self-catering kitchen & canteen, bathrooms, toilets, etc, during their stay.
25. Member and non-member prices are applied to Bring Your Own Tent and are charged per person. Non-members are required to pay the difference between member and non-member prices upon check-in in order to stay. Guests of Bring Your Own Tent are allowed to use the area with designated size for camping and must bring their own tents. Our hostels will not provide any bedding or blankets.
26. Designated bedding and blankets will be provided to guests of Bell Tent(s) or Tent(s). Please contact hostel staff for more details.

27. Some decorations are hanged on the Bell Tent(s) or Tent(s), guests should not move or pull any of them without authorization to prevent accidents or damages.
28. The check-in and check-out procedures for outdoor campaign are same as other room types.
29. Guests should keep the volume down from 11pm to 9am to avoid affecting the others.
30. Except YHA Mei Ho House Youth Hostel, the hostels will be closed for cleaning from 11am to 4pm on opening dates. Guests should leave the hostel during this period of time (with exception of guests who stay for more than one night); guests who would like to stay inside the hostel or use the facilities during this time interval should submit their requests in advance and settle the corresponding fee. The requests are always subject to availability and our hostels have the absolute discretion to reject any application. Please contact hostel staff for more details.
31. Some of the hostels do not provide 24-hour hot water in the bathrooms. Please contact hostel staff for more details.
32. Special requests (e.g. specific room or bed) are always subject to the availability and not guaranteed. We will make appropriate arrangement depending on situation.
33. Smoking is strictly prohibited in hostels including inside the rooms, self-catering kitchen & canteen, bathrooms and any other outdoor areas.
34. Excessive alcohol consumption, illegal recreational drug storage or usage is strictly prohibited in the hostel. The hostel staff has the right to refuse the guests under influence of drugs or alcohol to stay and ask the guests to leave the hostel immediately.
35. Guests are not permitted to enter any opposite gender dormitories with the exception of mixed dormitory and private room types (including Room, Private Dormitory, Bell Tent and Tent).
36. Please preserve the environment and the hostel facilities.
37. Hostel to be kept clean and tidy at all times. Littering is not allowed.
38. Guests are prohibited from bringing any hazardous items or equipment into the hostel.
39. No durian or food & drink with a strong stench will be permitted to bring into the hostel.
40. No pets or animals are allowed to be brought into the hostel except guide dogs.
41. No hanging of clothes are permitted in any public areas inside the hostels. Any found clothes will be disposed without prior notice.
42. Any commercial, political, religion event without HKYHA written approval is prohibited inside hostels.
43. Guests who found to cause any damages or losses to the hostel(s) are required to pay the compensation fee.
44. Due to security reasons, windows inside the rooms of YHA Mei Ho House Youth Hostel are forbidden to be opened. Please contact hostel staff for assistance or any inquiry if necessary.
45. Specific hostel rules & regulations are displayed clearly at individual hostel which guests must follow. Please contact hostel staff for more details.

### **Violation of Hostel Rules and Guidelines**

Guests who violate any of the above rules and guidelines must indemnify HKYHA for any loss. HKYHA reserves the right to stop providing any services/facilities to the guests and ask them to leave the hostel immediately. If necessary, HKYHA will terminate the membership of the guests (if applicable) and their right to enjoy HKYHA facilities. All paid membership fee and other fee (including but not limited to accommodation fee) will not be refunded.

HKYHA reserves the right for the final decision and to amend any of the relevant rules and regulations without prior notice.

Hong Kong Youth Hostels Association