

Policies & Guidelines for Guests

Check-in and Stay:

- Our standard check-in time is **1:00 pm** and check-out time is **10:00 am**
- **Minors (below 18)** are **not allowed** to stay at our hostels (both in dorms and private rooms) even when accompanied by legal guardians
- All the guests are required to **carry a valid Govt. photo ID** (PAN card not valid) for verification purposes. We do not accept local IDs for private room bookings
- **Non-resident visitors** are **not allowed** beyond the reception
- You may bring your pets (only in private rooms) at a fixed charge of INR 500 per day for each pet

Guidelines for Foreign Guests:

- Requisite licenses are awaited at (Palampur, Alleppey, Pondicherry, Coorg, Goa Calangute, Goa Baga) properties so we are unable to host foreign guests only at these properties, at this time
- All foreigners must present their original passport along with a valid visa at the time of check-in

General Guidelines:

- We believe in reducing the carbon footprint, hence we enforce **green hours** (non-AC) from 12pm to 8pm in the dorms
- Guests can get **additional facilities** including heater and laundry service (in select properties) for an **extra fee**. Reach out to the reception desk at your respective hostel for more details
- We **don't provide toiletries** to the guests. Please carry your own for personal use
- **Free parking space is only available at select hostels**. You can get in touch with the ground staff if you need alternative parking space nearby
- We encourage the guests to **practice self-service** at the hostel wherever possible
- **Alcohol consumption** is only allowed in common areas
- At **Pushkar and Rishikesh (Lakshman Jhula)** hostels, consumption of **alcohol is not allowed** at all
- We provide **free Wi-Fi** at all our hostels (up to 1.5GB per user per day)

Payment and Cancellation:

- goSTOPS' guests need to pay the full booking amount in advance

Individual bookings cancellation policy

- Free cancellation/modification is applicable before 72 hours of check-in time. In case of cancellation within 72 hours of check-in, a 100% charge will be incurred (not applicable for group bookings)
- For hostels in Delhi, Varanasi, Jaipur, Amritsar, Mumbai, Agra, Pushkar and Bangalore, free cancellation is applicable before 24 hours of check-in time.

Group bookings cancellation policy (for 5 or more persons)

The cancellation/ modification policy for group booking is as follows:

- If cancelled/modified **90 days** (or more) before the arrival date, **20% amount** is charged
- If cancelled/modified within **60-90 days** before arrival date, **40% amount** is charged
- If cancelled/modified within **30-60 days** before arrival date, **60% of the amount** is charged
- If cancelled/modified within **15-30 days** before arrival date, **80% of the amount** is charged
- If cancelled/modified within **0-15 days** before arrival date, **100% of the amount** is charged)

Early check-in and late check-out

Early check-in: The standard check-in time is 1 PM.

Early check-in is subject to availability. Extra charges will apply as per below policy:

Check-in Time	Early Check-in Charges
6 AM- 9 AM	50% charges payable as per the booking rates
9 AM - 1 PM	No charges applicable

Late check-out: The standard check-out time is 10 AM.

Late check-out is subject to availability and cannot be confirmed in advance. Extra charges will apply as per below policy:

Check-out Time	Late Check-out Charges
10 AM - 3 PM	50% charges payable as per the booking rates
After 3 PM	100% charges payable as per the booking rates

No show policy (applicable for both individual and group bookings)

- In case of “no show” on the arrival date, we usually wait till 11:59 PM (same day) for the guest to arrive after which the booking is automatically considered as no show and a 100% charge of the entire booking is incurred.
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**In case of any queries regarding your booking
reach us at **7428882828, 8368725734**
or write to us on **book@gostops.com****