

TERMS AND CONDITIONS

Please read carefully By accepting these terms and conditions and completing the booking process you are entering into a legal agreement. We look forward to welcoming you to On Top Backpackers Hostel and Apartments.

BOOKING ENQUIRIES

A valid credit card and phone number must be provided in order to book. The card provided must match the name of the guest staying at the property. If these details are invalid, your booking will be cancelled. You must provide valid photo ID on arrival. This must be in the form of a Passport. You will not be able to check in without. No exceptions. For the safety of staff and fellow guests we must know exactly who is staying at our premises at all times. Anyone attempting to check in intoxicated will be refused. Every guest staying at On Top must check in and fill out appropriate forms. Only guests staying at On Top are allowed upstairs. If this policy is not followed, it is considered trespassing and there will be serious consequences. Booking enquiries/modifications/special requests must be made via email; this is to ensure there is a paper trail of communication. Please let us know the mix of your party and note that we are an R18 accommodation provider. Infants, children, teenagers; anyone under the age of 18 are not permitted to stay. Please contact us directly via email for any group bookings (3+ guests). On Top has a maximum 1-week initial booking policy subject to availability/ if we deem your request suitable to our international travelling audience.

SORRY NO STAG OR HEN PARTIES (For obvious reasons)

We reserve the right to cancel bookings or ask the party to leave, without refund, if we find they are stag or hen parties. We do not allow any type of large party groups. We are primarily an international traveller accommodation provider and may refuse any booking that does not fit our criteria/intention. On Top Backpackers reserves the right to decline any booking at the staffs' discretion.

CANCELLATION

Standard booking: 48 hour cancellation policy. Group bookings and event weekends will have a different cancellation policy - see below. NO SHOW will be charged full amount. Booking will be removed from the system at 10pm day of check in and marked as no show.

GROUP BOOKINGS (3+ pax)

A 50% charge of total booking cost will be taken at the time of booking. The remaining 50% will be charged with in the week of arrival. The entire cost of your booking is non-refundable one week (7 days) before the check-in date. All cancellations and modifications must be made before this time. If your card declines or is invalid the attempted booking will be cancelled and dismissed immediately.

EVENT WEEKENDS

50% of accommodation costs will be charged immediately and is non-refundable. We will charge the other 50% of the booking 28 days before the event. This is also non-refundable. No exceptions. We kindly reserve your request to accommodate your needs; all we ask for in return is that courteous amount of notice is given when your plans change.

PRE-PAYMENT

You will be pre-charged 50% of your total booking cost at the time your booking is received to validate your request. Should the credit card information provided decline, we reserve the right and will cancel the booking immediately. The remainder of payment will either be processed within the 48 hours prior to arrival or on arrival. An additional security bond will be required \$30 - \$50 per person depending on the nature of your booking/room type.

CASH PAYMENTS

A valid credit card is required to reserve your booking. If you pay any amount in cash subject to staff discretion/approval, a cash bond will also be required \$30 - \$50 per person depending on the nature of booking/room type

ROOM ALLOCATION AND DORM SIZES

The allocation of rooms is subject to availability and at the managers' discretion. This applies to both dorms and private rooms. Rooms are not cookie cut and do differ in various ways, sometimes the display photos for a room type will not match the exact room that is remaining. The private rooms vary from twins (two separate beds) to doubles (one shared bed). You are able to advise us of your preference which staff will do their best to consider but is unfortunately not guaranteed. This is due to the booking platform processes. If this is a deal breaker please email us directly to see what option is possible. We do not allocate dorm beds. If you are booking a dorm bed, dorm size cannot be guaranteed and may vary depending on bookings received. Depending on availability throughout each dorm - if you book for multiple people please keep in mind you may be split up and spread throughout whatever beds remain. We recommend emailing first to confirm what your options are prior to officially booking.

GENERAL

On Top Backpackers is a quiet, relaxed place. We enforce a strict noise ban after 10pm and ask all guests to be quiet in and around the hostel after this time. We are all about respect for each other. Personal belongings within the hostel and grounds are your responsibility at all times! We cannot emphasise this enough. If you have anything valuable that you're concerned about please talk to reception about your possible room selection options and storage alternatives.

LOST PROPERTY

Any lost property is kept for 1 month then donated.

PETS

No pets are allowed at On Top Backpackers.

CHECK-IN

2pm - 10 pm. Reception enquiry hours are 9am - 10pm. If you are arriving after 10pm, you must make contact with us to ensure it is possible to arrange a late check in. This is not a guaranteed possibility and is subject to staff availability. If you do not organise this possible option prior to your arrival you will be unable to check in and your booking will not be refunded. There will be an additional late check in fee which will be disclosed during discussion. No consumption of alcohol is permitted upstairs after 8pm. No smoking or vaping inside at all times. No food or drink is permitted in the bedrooms. (Kitchen, lounge and outdoor seating area is provided as alternative) Loss of keycard will result in a \$20 charge.

HOSTEL ETIQUETTE

We expect guests to respect our staff and each other by cleaning up after themselves, wash, dry, and put away all dishes, and keep the shared rooms and facilities clean, tidy and damage free. We expect you to show consideration and respect for other guests, our lovely hostel staff, the beautiful hostel premises, and our kind neighbours. If any of the terms and conditions are broken by you or anyone included in your booking or if your presence is considered by the hostel staff to be detrimental to any of the above you will be charged a further fee at managers discretion to the card provided as compensation, and or asked to leave immediately without refund, unable to return. The managers reserve the right to charge you further if there are any damages or breakages caused by you and/or your group during your stay.

CHECK OUT

7:30am - 10am. Latest check out time is 10am. Late check outs are not possible due to our busy housekeeping schedule. If you are late checking out you will be charged a \$20 late fee in cash or to card details provided. You must return your key card to reception. If you are departing prior to 10am please arrange an early check out with staff at reception upon your arrival. Once you have checked out prior to 10am you are no longer permitted upstairs. If you are found upstairs without a key card after checking out this is considered trespassing and you will be faced with serious consequences including another night's fee charged. Any further questions please do not hesitate to email or call to clarify prior to arrival so you are not caught off guard at reception. Thank you for your mutual respect and for choosing us. Our goal is to keep all guests comfortable, safe, and happy resulting in a memorable experience in our wonderful city of Dunedin!

- On Top Management