

HOUSE RULES



AGE POLICY

Guests between 16 and 45 years of age are free to place bookings in our shared dormitories. Guests aged 15 or younger and above 45 years old are unable to use the shared dorms and must book in a private dorm or room.



KEEP YOUR KEY-CARD

Guests are required to carry their issued key-card at all time as proof of stay.



CHECK IN/OUT

Check-in starts at 2pm; Check-out until 10 am at the latest. If you want a late check out please ask the front desk.



NO FOOD & DRINK IN DORMS

To maintain comfort and hygiene, it is prohibited to store/consume food and drink in the rooms. The common areas are open 24 hours along with the appropriate storage areas for perishables.



YOUR PLACE

In the dorms, use only the bed you have been allocated to. All beds have a reading light, power socket, and a locker to keep your belongings. For any reason, if you want to move to another bed - let us know first. There is a £30,- fee if you use a bed that was not allocated to you.



YOUR BELONGINGS

In the dorms, each guest has their own locker. We highly recommend that you keep all of your belongings locked up. Smart Hostels is not responsible for any loss of valuables. You can use your own padlock to lock it. Padlock are also on sale at the reception for £4.50.



QUIET HOURS 23:00 TO 07:00

For community living, guests are asked to maintain a minimum amount of noise between 23:00 to 07:00 in all parts of the hostel.



BED LINEN/ TOWELS

Each guest will receive bed linen at their arrival. Feel free to ask for fresh bed linen whenever during your stay.

You can rent a fresh towel for £2.50.

Guests who do not comply with the above policies and disrupt the peace and enjoyment of other guests and neighbours may be required to vacate premises without refund.



NO SMOKING/ VAPING

By Law, smoking/vaping is strictly prohibited within the building. Guests found smoking/vaping in any area of the hostel will issued one warning with a penalty charge of £50.00, if a guest repeats this offense they will be asked to leave the property immediately without refund.



NO DRUGS

Any illegal substances found requires us to contact the police. If insufficient precautions are not taken the guest may be asked to leave.



KEEP CORRIDORS & FIRE EXITS CLEAR

Please do not to congregate in the corridors of the building, we have common areas open 24 hours.



AVOID GATHERING

Gathering outside the hostel and blocking the public walkways is strictly prohibited to avoid unwanted noise.

For Russell Square location: Keeping the green line in front of the hostel's pavement clear for safety reasons.



DORMS

Treat your roommates with respect. Use a headset if you want to use your computer or tablet and do not talk on your phone. Furthermore, please try to be quiet when you enter the room late night or leave early morning.



NON-REGISTERED PERSONS

If you want to bring someone from outside the hostel or stay a while after your check-out, our common areas are open to all until 6pm. For security reasons we will ask you to register details in advance at the reception.



HOUSEKEEPING

Our housekeepers starts at 9 am - please let them do their work.



HAPPY COEXISTANCE

Please do not walk barefoot in communal areas for health and safety reasons.

We want all guests to have the best experience possible at Smart Hostels so please respect each other, our staff and our house rules.