



Rules of the SPIN Hostel use – Carnide’s Social Hostel

The SPIN Hostel – Carnide’s Social Hostel - is a space designed to host and support social and formative, as well as solidarity activities. It has the particularity of being managed by Spin Association, with the support of Carnide’s Civil Parish. Spin is a Portuguese NGO that, in this project reflects its values and main principles, striving to transform the Spin Hostel into a meeting place for the promotion of social inclusion, interculturality and educational mobility, where capacitation of its users, their participation and active and conscious citizenship are also promoted. Spin Hostel is located in Lisbon, at Padre Cruz Neighborhood, the largest municipal neighborhood of Iberian Peninsula, so it counts on ‘a community around’.

BOOKING – PROCEDURE

1 – Confirmation of booking

Spin Hostel considers the booking confirmed only after the following steps:

- 1 – sending, by the group leader, the booking form to spin.hostel@a-spin.pt
- 2 – receiving the confirmation email from Spin Hostel with a customized budget for the group
- 3 – communication of acceptance of the budget, by sending the proof of payment of 100% of the final price of the reservation by the group leader to spin.hostel@a-spin.pt

These 3 steps can be also made personally at the Spin Association headquarter, but not by telephone.

2 – 2.1. Booking cancellation

Cancellation of previously confirmed and paid bookings may be reimbursed in accordance with the following conditions:

- More than 30 days before arrival date (excluding the arrival day) – refund of the equivalent of 75% of the paid amount.
- From 30 to 15 days before arrival date (excluding the arrival day) – refund of the equivalent of 50% of the paid amount.
- From 15 to 5 days before arrival date (excluding the arrival day) – no reimbursement.

Refunds are made via bank transfer.

2.2. Partial cancellation

If cancellations of the number of people in the group have been registered, between 30 days before the reservation until the check-in date, the following rules apply:

- cancellation of reservation of 2 people, we will refund the amount paid corresponding to the 2 people and the services contracted by these 2 people (if the group doesn’t diminish to 8 people; in that case, if the group becomes less than 8 people, it will be charged the stay corresponding to 8 people).
- cancellation of reservation of 3 or more people, we will return the amount corresponding to half of the total value of the reservation of people and services contracted, as long as the group is not less than 8 people; if the group becomes less than 8 people, it will be charged also the stay corresponding to 8 people).

USE

3 – Groups and individuals wishing to use Spin Hostel should identify with its values and principles, and respect its rules of use.

4 – The maximum capacity of Spin Hostel is 28 users. To each user correspond: a bed and a locker and/or reputable shelves to put his/her belongings.

5 – Each group using Spin Hostel should identify a person **responsible for the group (group leader)**, who will contact Spin Hostel management and its collaborators. Group leader will ensure, together with the group, to comply with the all rules of usage and will be civil and criminally liable if a member of his/her group disrespects these rules.

6 – Until the arrival day, the **person responsible for the group (group leader)** has to deliver to the Spin Hostel Management a list of all names of the group members, including his/her own, their identification documents and contacts.

7 – Until the day before the check-in, the **group leader** will sign Spin Hostel Inventory and Hostel Rules of Use on his/her name and on name of the members of his/her group, undertaking to disseminate the information about these documents to the entire group and to ensure their zealous and careful compliance.

8 – All Spin hostel users will have a card of visitor with a specific number, with arrival and check-out day; this card has to be shown every time when requested by any member of Spin Hostel Team.

9 - Any child or young person under 16 (sixteen) years must be accompanied by an adult responsible for him/her, or be provided with an authorization issued by one.

10 – Enter or stay of animals in Spin Hostel is not allowed, except guide dogs accompanying blind person.



11 – Payment of basic accommodation in Spin Hostel guarantees the right to use all available services, as well as the ones requested by the group, together with nocturnal vigilance and daily housekeeping, including bed linens. Breakfast and use of towel are not included.

12 – Meals (breakfast, lunch and dinner) may be requested by written with a minimum of 24 hours to Spin Hostel Team and upon payment of the agreed amount of money.

13 – Face and bath towels, padlocks and other services and materials may be requested from Spin Hostel Management (and from the guard during night), upon payment of the respectively identified amount.

14 – When the group needs to use the Spin Hostel Kitchen to prepare meals, the group leader will have to inform about this with a minimum of 24 hours advance and will have to sign, accomplish and respect the rules of usage of Spin Hostel Kitchen.

15 – Spin Hostel has two boards for writing messages that can be used by hostel users for affixing messages for the group and/or other hostel users. Besides these boards, any other mean and/or place for writing messages in Spin Hostel must be requested by the group leader to Spin Hostel Team.

16 – Bed linen change will be agreed according to needs of each group and can't be done more than twice a week. Depending on the particular case of each group, there may be exceptions, with prior agreement with Spin Hostel Team. If one or more users of hosted group(s) breaches the agreement between Spin Hostel Team and the responsible person, through negligent or harmful use of bedding (liquid or body fluids or food due to altered states of consciousness resulting from not responsible consumption of substances), change of bed linen will be made only on payment of an extra amount of 25Euros and during housekeeping timetable. If it is a very urgent situation, bed linen change can be delivered directly to group leader, but only after payment of the amount of extra 25Euros to a member of Spin Hostel Team present at that moment and properly identified.

17 – All users must respect the period of silence, from 0h00 to 08h00.

18 – Check-in is done at Spin Association office until 18h00; if the group arrives later, it can be done with a Guard or agreed another way, being analyzed case by case; check-out is done until 12h00 on the departure day, with Spin hostel Management in the Spin Association office.

19 – It is not allowed to use, possess and/or consume dangerous, illegal substances, weapons and/or dangerous and prohibited by law items inside the Spin Hostel and Patio of Espaço Comunitário Antiga Escola Rio Tejo.

20 – According to the Law 37/2007, of 14th August, it is not allowed to smoke inside close spaces of the Spin Hostel. Similarly, it is not allowed to eat, drink and/or smoke in the rooms.

21 – It is not allowed to use any space inside the Spin Hostel and Patio in front of the Hostel at Espaço Comunitário Antiga Escola Rio Tejo if it was not agreed previously with Spin Association and Spin Hostel Team.

KEYS

22 – The key to the Spin Hostel will be given to Leader of each group hosted in the Hostel under a deposit of 25 Euros returned at check-out, for opening and closing the Spin Hostel whenever is necessary for the group. The key cannot be copied, lent or given by any means to another person who is not a member of the respective group in any moment of the stay of the group. The Group Leader is civil and criminally responsible for the conservation of the key and for its delivery at check-out.

23 – In case of loss of the entrance or rooms key, the deposit of 25 Euros will not be returned and the Group Leader should inform about this fact a Spin Hostel Team contact person or Spin Association as soon as possible.

NIGHT SECURITY

24 – The Spin hostel Night Guard is a member of Spin Hostel Team, is properly identified and will ensure surveillance and security of hosted users in Spin Hostel in nonviolent way.

25 – According to the group, Night Guard can be also responsible for preparing breakfast.



26 – Night Guard has access, besides the Group Leader contacts and identification, to the same data of the rest of the group members hosted at the Spin Hostel.

27 – Night guard will ask for identification to any person who enters the Hostel with a hosted group member or who visits the group members and is not a member of any group hosted by the Spin Hostel at a determined moment.

28 – In any case of violence occurring at Spin hostel, Night Guard will react in nonviolent way and will call the authorities to deal with the situation.

29 – Night Guard has keys of Spin Hostel and of Espaço Comunitário da Antiga Escola Rio Tejo, so in case of group going out during the night and within his working hours, any group member who wishes to enter from 10 pm. till 6 am, should call the Night Guard mobile and show the Spin Hostel card.

VISITS

30 – Visits are allowed until 12 pm. and must be registered at the Spin Association office and, in case it is close, it must be registered by the Night Guard, both when entering and leaving the Hostel.

31 – Visitors are not allowed to enter the rooms or use the facilities and services reserved for guests, being allowed to remain only in common areas (dining room and corridor of the Hostel).

RESPONSIBILITIES

32 - Spin Hostel and/or Spin Association are not responsible for any falls or accidents suffered by users as a result of misuse of the beds or any equipment available to users in all areas of Spin hostel.

33 - Spin Hostel and/or Spin Association do not accept to save or store any baggage or other assets belonging to users and therefore are not responsible for any theft, robbery, damage or loss that may occur in the Spin Hostel facilities.

34 - Spin Hostel and/or Spin Association are not responsible for damage or loss of personal properties: it is recommended to all users to keep the entrance door closed, (when applicable) the bedroom door closed and their own belongings stored in lockers with padlock available in all rooms.

35 - Personal properties that are left in rooms after changing or permanent departure of users, will be removed and may be collected at the SPIN Association office, within 48 hours, for those who prove to be its rightful owner.

36 - Users and Group Leader are jointly and individually responsible for any damage done in Spin Hostel, assuming all responsibilities.

37 - If during normal use and without any fault or negligence on the part of user(s), any damage of the Spin Hostel equipment occurs, the user and/or Group Leader who notices the occurrence of this situation should immediately contact Spin Hostel Team, which is responsible for correcting the situation and repair the damage in the shortest possible time. At any time the user or the group leader who finds or comes across the situation should try to correct or repair the damage by himself/herself.

ARRANGEMENTS FOR REIMBURSEMENT OF DAMAGES

38 - The loss or damage occurred in the Spin Hostel during the stay of a group, strongly undermines the work of the entire team of Spin Hostel and the quality of stay of all its present and future users. For this reason and to avoid misunderstandings, the Leader of each group staying at the Spin hostel will sign the Hostel Inventory at the time of entry of the group into Spin Hostel. That way he/she can see which objects, furniture and/or any items and equipment is available in the Spin Hostel at the entrance of your group and ensure that their condition and number remain until the end of the stay of group.

39 - If during the stay of the group and/or immediately after check-out, any occurrence of damage or disappearance of objects, furniture and/or any items and equipment of the Association Spin available to the group in the Spin Hostel is verified, both the group Leader as the whole group will be jointly and individually responsible for the payment corresponding to each missing and/or damaged item/equipment/object plus 20% payable for transport, relocation, installation and all real value of extra work which Spin Hostel team puts in replacing the item in question. This dividend shall be made by bank transfer.



40 - In case of damage or disappearance mentioned in the previous point, the payment of 20% of the actual value of the item/device/ object can be avoided if the group leader provides an item/device/object equal or in equal or better condition directly to the Spin Hostel team in maximum 48hours after the damage or disappearance. Failure of any of these rules may result in loss of the right to use the Spin Hostel by the responsible user and/or whole group.

Any situation not foreseen in this Regulation shall be in 1st instance debated between Spin Hostel Team and the Group Leader. If no agreement is reached, the Portuguese law in force will be applicable and judicial proceedings with competent authorities may be instituted.

I, (full name), _____
ID/Passport n° _____ residing in _____

on my behalf and on behalf of all members of the group I represent (group name) _____
_____ declare that I have read carefully and understood all the provisions of this Spin Hostel Regulation, I have verified items in the Spin Hostel Inventory and their good condition and will comply with all the provisions and rules of use, and will inform all the group members about all the provisions of this Regulation.

(Signature) _____

(Stamp of the Group / Collective / Organization)

Rules of the Spin Hostel Kitchen use

41 - Users of each group may use the kitchen only when they have not requested meals, which will be prepared by the Cook, member of the Spin Hostel Team. By agreement between the Group Leader and Spin Hostel's Team, there may occur exceptions on the use of the kitchen connected to the needs of the group.

42 - If the kitchen is lent by Spin Hostel's Team for confection of meals by the group during its stay, the Group Leader will sign a **responsibility term** according to which the Group Leader acts on his behalf and on behalf of the hosted group, being equally responsible for damages and/or disappearance of objects/equipment/items/furniture/utensils/perishable goods such as food and drink that may occur during the stay of the group and can be attributed to it.

43 - All guests that use the Spin Hostel Kitchen must leave the kitchen utensils clean, dry and stored in the appropriate place after use, as well as ensure the cleaning of equipment and spaces used for cooking. If equipment and spaces are not left clean, the group will be charged the amount of 7Euros/hour depending on the number of hours needed for cleaning Spin Hostel kitchen after use by the group. In any case, the minimum amount charged to the account of the group will be 7Euros/hour.

44 - Users may use equipment and utensils, perishable goods (food and drinks) of their property in Hostel, provided that they make a detailed list of them in writing to the Spin Hostel Team that should be approved by them. Under no circumstances, Spin Hostel Team or Spin Association can be held responsible for damage or disappearances of these equipment, utensils, and/ or perishable goods (food and drinks).

45 - All users permitted to use the Spin Hostel Kitchen should keep their perishable food in the refrigerator or in another place suitable for their preservation, in a bag with the name and date of expiration. Expired food will be removed from the kitchen and not reimbursed.

46 - All users that use the kitchen for meals and have been authorized to do so by the Spin Hostel Team should use a protection for hair and wash their hands several times before and during the confection of food and table service.

47 - All Spin Hostel kitchen appliances are electric and are set on correct temperature and regulation. Users are prohibited to disconnect working electrical appliances. (Exceptions to this prohibition is a case of small mobile appliances such as toasters, coffee maker, kettle and microwave).

48 - If during normal use and without there being any fault or negligence on the part of user(s), any damage to the equipment of the Spin Hostel Kitchen occurs, the user and/or Group Leader who notices the occurrence of this situation should immediately contact Spin Hostel's Team, which is responsible for correcting the situation and repairing the damage



in the shortest time possible. At any time, the user or Group Leader who found or come across the situation should try to correct or repair the damage by himself.

49 - The Spin Hostel and/or the Spin Association is not responsible for any injury or damage suffered by users as a result of misuse of equipment available to users in the Spin Hostel Kitchen.

Failure of any of these rules may result in loss of the right to use the Spin Hostel by the responsible user and/or the whole group.

Any situation not provided in this Regulation shall be in 1st instance debated between Spin Hostel's Team and the Group Leader. If no agreement is reached, the Portuguese law in force will be applicable and judicial proceedings with competent authorities may be instituted.

I, (full name), _____,
ID/Passport n° _____, residing in _____

on my behalf and on behalf of all members of the group I represent (group name) _____
_____ declare that I have read carefully and understood all the provisions of this Spin Hostel Regulation, I have verified items in the Spin Hostel Inventory and their good condition and will comply with all the provisions and rules of use, and will inform all the group members about all the provisions of this Regulation.

(Signature) _____

(Stamp Group / Collective / Organization)

Thank you for respecting our rules of use.

We wish you a perfect stay at SPIN Hostel!