

1. Arrivals and Departures

New arrivals can check into their rooms from 2pm. until 9pm. Guests may arrive earlier and leave their luggage at the hostel but access to rooms will not be granted until after 2pm. Guests may also arrive later than 9pm, but in such a case they have to inform the reception in advance. Departing guests must remove all their belongings from their room, and check out, by 11am. At this time, all possessions must be removed from the dorm/room/apartment. If you need to store your luggage on the day of your departure please arrange it with reception. We offer FREE luggage storage until 12am. (midnight).

2. Check In

We require that some form of valid photo identification is presented upon check in, preferably a passport or I.D. card. In case of group bookings this identification is required from every member of the group.

3. Check Out

Check out is at 11 am. If you check out late, you will be asked to pay for an extra night, so make sure you're up and ready in time!

4. Room Keys

Upon check in, guests will receive a key for access to both the building and their room. We charge a deposit of 200 CZK or 10 EUR per key. The deposit will be returned upon Check Out. If you lose your key you lose the deposit. Receipts and invoices can be provided for proof of payment of your stay.

5. Age Restrictions

Bookings cannot be accepted from any person under the age of 18 unless they are accompanied by an adult (over 18). Guests who wish to bring their children under 16 years of age must book a whole dorm or private room. For guests aged 16 or 17 years of age, they can book into one of dorm rooms, but must be accompanied by an adult. (over 18). Children under 3 years of age can stay free of charge. We are able to provide guests with a baby cot if requested beforehand. We do not have an upper age limit.

6. 24-hour Cancellation policy and No-Shows for Standard Bookings

Once you make the reservation and receive the official accommodation voucher your reservation is regarded as valid. If you wish to cancel or change your reservation free of charge, you will need to notify us by email or make all changes through the booking site at least 24 hours prior to your arrival date (before 2:00 pm the day prior to arrival). However, if you let us know too late, or fail to show up on the arrival date, you will not be entitled to a refund.

If you fail to show for your booking, your full booking will be cancelled. If you arrive a day late without informing us, we will try and find you a bed or room, but this may not be the same room type booked and may incur extra charges. Please note that our cancellation policy may be specified differently for group bookings or in exposed dates like New Year and during events and fairs such as Brno Grand Prix or The International Engineering Fair.

7. Guest Behaviour

The comfort, safety and security of our guests is of paramount importance to us. Any guest(s) who, in the opinion of our staff, compromise the comfort, safety or security of other guests, staff or local residents will be requested to leave the hostel premises and will not be given a refund. Guests are expected to respect other guests as well as staff, local residents and property.

8. No Smoking

Smoking is not permitted anywhere in the building. That includes all rooms, common area and the staircase and hallway. Same rule applies for the apartments with roof terrace, where smoking is strictly prohibited everywhere except for the terrace. Any guest found smoking inside the building will be fined 2700 CZK (100 EUR) per person and can be asked to leave the premises immediately and will not be given a refund.

9. No Drugs

Drug use is illegal in Czech Republic. Any guest found using drugs within the building will be fined 2700 CZK (100 EUR) and asked to leave the premises immediately and will not be given a refund.

10. Alcohol consumption

Alcohol consumption is only allowed for guests over the age of 18.

11. Personal Property

Secure lockers for small valuable items are located in each dormitory. For larger luggage and objects we offer our storage room. It is the guest's responsibility to ensure that their personal belongings are secure at all times. Hostel Jacob accepts no liability for the loss, theft or damage to guests' property, however sustained or caused. We strongly recommend you bring a padlock to use on your luggage and/or backpack.

12. Damage to Hostels' Property

Guests will be expected to reimburse Hostel Jacob for any damage caused by inappropriate behaviour during their stay, which will be detailed to them on check in.

13. Security deposit (Group bookings)

We require bigger groups to pay a security deposit. The amount required depends on the group size and the length of stay and will be specified to the group prior to arrival.

14. Liability

Except in relation to death or personal injury caused by our negligence, Hostel Jacob's liability remains, at all times, limited to the value of the services booked, excluding any amendment charges paid to us.

15. Your Information

Jacob Brno shall only store and use information you supply to us or which is supplied to us for the purposes of carrying out our contract with you, and to inform you of other services and offers which we make available from time to time. If you do not wish to receive such information please let us know by emailing us at: info@jacobbrno.cz.

16. Errors and Omissions

Any omission or error in sales literature, web pages/sites, order form, quotation, price list, order acknowledgement, dispatch note, invoice or other documents issued by us may be corrected by us without liability. We will advise you of any changes at the time of booking or as soon as is reasonably possible thereafter.