

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 bonfire (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
- **Parking space is limited** at our 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 applicable before 24 hours of check-in time**. In case of no-show or cancellation within 24 hours of check-in, a 100% charge will be incurred (not applicable for group bookings)
- For hostels in Mumbai/Delhi/Agra/Jaipur/Amritsar/Pushkar, same day free cancellation is applicable till 6pm (not applicable for group bookings)

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)

No Show Policy (applicable for both individual and group bookings)

- In the case of "**no show**", the booking will be **automatically cancelled** and the guest will be charged the full booking amount
- If the guest does not turn up on the day of booking or arrives a day late, goSTOPS unfortunately gives no guarantee for the availability of a bed or a room. It is thereby assumed that the guest is not staying at the hostel

**In case of any queries regarding your booking
reach us at 7428882828
or write to us on book@gostops.com**