



## 1.-GENERAL NORMS

1.1- The register of entrance will realize from 1:00 p.m. to 6:00 p.m.

1.2- After 6:00 p.m. you will not be able to check in because the reception is closed and there is no one to receive you.

1.3- The exit of the guests will realise at most at 10:00h of the following day.

1.4- To realise the register of entrance have to present a document of identity with photo, driving license or passport. The citizens out of EU only with passport.

In the case of groups of minors of age will have to go accompanied of adults. For greater of six years, a person adult by each twenty minors. If they are children of six years or less, will have to accompany them an adult by each ten minors.

1.5- The cost of the accommodation includes: lingerie (bedding, blanket and towel), utilization of locked cabinet and electric outlet, hot water in showers and toilets, use of kitchen, access to library, games, Wi-Fi, computers with access to Internet and impression of the card of ship. Also in high season (from Easter to September) the price includes washing and drying clothes. To enjoy this service, dirty clothes must be delivered to reception before 5:00 p.m. In low season (rest of the year) this service is not included, but it is available at a cost of € 4.

1.6- All the prices include VAT.

1.7- The payment of the same will realise in the moment of entrance to the hostel. In the case to having realised an anticipate will be discounted in this moment. They accept payments in metallic or with charge card.

1.8- Don't admit animals of company.

1.9.- You can not take out to the external pieces of furniture, mattresses and other objects of the hostel. You have to respect the order and distribution of the same.

1.10.- By reasons of security is forbidden to use small furnace, stoves, accumulators and all type of devices that can comport an electrical risk or of fire. They are free of this prohibition the carrier of electronic devices such as mobile, tablets, cameras of photos... For the same uses the plug of the locked cabinet that assign you.

1.11.- In the case of an emergency can contact with us in the telephone of hostel (981 817 266) since we will divert it to the mobile of the staff.

1.12.- In case of fire warns to our personnel and direct you to the outside of the enclosure. If gravity required the emergency call **112**.

## 2.- RESERVATIONS AND CANCELLATION

2.1.-To request accommodation have to be greater of age, if you are lower will have to have of the corresponding permission.



The person that realises the reservation facilitated name and surnames, DNI or passport, complete direction, telephone of contact and email.

**2.2.-The reservation only will be effective**, when, after receiving the application of the same, the Albergue Corredoiras confirm you via email the availability of the accommodation chosen, in the dates chosen.

**2.3.-The Albergue Corredoiras engages to answer the applications of reservation in a time limit of 24 hours.**

**2.4.-The reservation will be fully formalized** upon payment of the total amount in our Online Reservation system. When the reservation and payment are made, the beds are blocked and the client receives the reservation confirmation by email.

In the case of groups, the payment of the 50 % on the total amount, previous budget, by means of banking transfer. The rest will pay to the entrance of the stay. Said bail will credit in the term of 3 back days, after receiving the budget, except urgent reservations that will agree another term. In contrary case the squares reserved will remain available for other customers.

In the case of accredited agencies, it is recommended to consult the conditions by email.

**2.5.-If the Albergue Corredoiras does not answer to your request of reservation** in the time limit of 3 days of the reception of the same, by means of the that remain proof, the reservation will understand no accepted (Decree 179/2011 of 8 September).

**2.6.-If you do not present you to occupy the accommodation reserved before the 18:00 hours of the day of the date of entrance, without prior notice and negotiation of conditions with the Albergue Corredoiras, the reservation will have by cancelled, and therefore, the Albergue Corredoiras will have freely of the accommodation in question.**

**2.7.- If nullify your reservation, the cancellation may result in cancellation fees that cover the costs and damages incurred by the non-occupation of the spaces reserved and canceled prior to the scheduled date of arrival and the costs incurred in hiring or buying supplies for installation.**

**Cancellation fees will be charged when you anules your reservation** under the following conditions:

-Between 8 and 30 days before the date of the accommodation: 40 % of the amount of the anticipate.

-7 or fewer days before the date of the accommodation: 100 % of the amount of the anticipate.



2.8.- The refund of the amount of the reservation, after deduction of the cancellation costs, if any, will be made within a maximum period of 30 days (Article 14 of Decree 17/2011 of September 8).

### **3.-CHECKIN, CHECKOUT AND ILLUMINATION**

3.1.- The access to the hostel is controlled by a lock encoded. In the moment of the check-in will facilitate you a code of access that allows the free entrance to the hostel from the 13:00 hours at 23:30hours. From this hour until the 10:00 of the following morning the code leaves to work. The exit is free in any schedule. In the case of medical urgencies or another SERIOUS problem put you in contact with us to be able to go in to the number of telephone of the hostel (981 817 266) since we will divert it to the mobile of the personnel that was to the charge.

3.2.- The main lights of the room turn off of automatic form the 22:00 until the 8:00h of the following day to facilitate the rest, although they will be still working the individual lights of each bunk. During this schedule there will be a series of signals luminescent photo to favour your orientation if you have to raise you.

3.3.- The lights of the kitchen, canteen and corridor turn off at 23:00h until the 7:00h of the following day, remaining lit some luminous pilots.

3.4.- The illumination in the bathrooms works the 24 hours of the day and active by sensors of movement.

3.5.- The light of the room and reception attenuates during the night, but does not turn off never.

### **4.- RULES OF CONDUCT**

4.1.-It respects the schedule of silence, that will be from the 23:00 hours until the 8:00hours, especially in the zones devoted to the rest.

4.2.-In all the zones of the hostel is **FORBIDDEN to SMOKE**.

4.3.-With general character, will not admit visits to the guests inside the installation, neither will be able to these invite to eat to other people. The access of people invited to the Hostel will do previous permission expresses of the direction of the hostel and in accordance with the instructions expressed.

4.4.-The guests will have a respectful behavior with the personnel and with the rest of customers doing manager of his acts. The customer exempts of all derivative responsibility of his acts when titling and the managers of the hostel.

4.5.-In case of disobedience of these standards the tenant or user can be kicked out of our facilities and will be responsible for all economic and expenses incurred responsibilities, especially those related to claims of third parties.

4.6.- Albergue Corredoiras does not hold responsible of the actions of the



customers with third people.

**4.7.-** In special cases, such as a pandemic, the client will be subject to current legislation and will be bound by the sanitary or other regulations established by the pertinent authorities. Failure to comply with these rules will lead to the expulsion and / or cancellation of the reservation by the management of the Albergue Corredoiras without the possibility of recovering the amount of the reservation.

## **5.-THE ROOM**

**5.1.-**The rooms are to sleep. The schedule of silence is of 23:00 hours at 8:00hours.It respects the hours of rest and to your mates/ace of room and tries to leave your belongings collected.

If have wet clothes do not leave them in the room. It uses the clothes rack or, in the case of the hunters, the rack of the entrance.

**IT IS TOTALLY FORBIDDEN** to leave clothes wetted on of the heaters or cover the grade of the same by the risk of fire

The footwear that used to come walking do not leave it in the room, uses the cupboard shoemaker of the corridor since has renewal of air and like this when you collect it will be cool.

If the footwear is very dirty can clean it in the laundry room of the entrance, but do not save it wetted but it uses the clothes rack to dry it before saving it in the cupboard.

**5.2.-** When going in in the hostel will assign you a number of bunk and of locked cabinet. Only you will be able to use the bunk and the locked cabinet that assign you. The locked cabinets are endowed of a lock that works with coins of 1€. This currency will be refunded when you return the key.

When you abandon the hostel have to leave the locked cabinet empty. If you have thought to remain you by the zone and do not want to load with your belongings, inform you in reception, since we can save them until the 18:00h of the day in course.

Albergue Corredoiras not responsible for thefts and robberies in any dependency of the hostel.

**5.3.-** Each locked cabinet has of a plug to charge your mobile or tablet. Ensure you to leave said devices in silence to avoid annoying noises in the room, so much if you leave them in the locked cabinet as if you use them in the bunks.

If you go to listen music or any another multimedia activity that generate noise uses some headphones to avoid annoyances to other guests.

**5.4.-** When going in in the hostel will provide you a game of bedding, blanket and towel to use during your stay. In the price of the accommodation does not include



the do the bed neither undo it. Before abandoning the hostel have to throw the bedding and the towel in the laundry basket that find in the room.

The theft or deterioration of the bedding or towel will be penalized with 20€ and the one of the blanket with 30€.

5.5.- The main lights of the room turn off to the 22:00 hours, although continuous working the individual light of each bunk. From that time photo-luminescent signs that indicate the exit.

5.6- It is not allowed to store or consume foods or drunk in the rooms.

5.7- You do not deposit rubbish in the floor, neither by the beds. Use the bins that will find in the kitchen, canteen, bathrooms and room.

## **6.- KITCHEN AND CANTEEN**

6.1.- From the 23:00 hours of the night will not be able to use the kitchen to cook.

6.2.- In the kitchen and canteen the lights turn off of 23:00 to 7:00 hours. During this time remain lit some luminous pilots of signalling.

6.3.- The kitchen has of a ceramic hob, refrigerator, two microwaves, dishwasher, utensils, toaster and coffee makers. It is your obligation leave the cookware, tableware and clean used devices and leave the kitchen collected and in good condition after each use.

6.4.- If have doubts of the operation of some appliance or device ask him to our person.

## **7.-BATHROOMS AND WASHING AREA**

7.1.- Hot water from showers and sinks is included in the price. If you see that many people are not waiting too prolong its use, since no one we like to wait long to shower after a walk.

7.2.- At your disposal one hand dryer and a hair dryer, which can not be used to dry clothes or other objects. You also have a dryer for your boots for rainy days.

7.3.- If the toilet paper warns reception just to replace it. Do not use other types of paper in the toilets to avoid traffic jams and for the same reason uses the bins for the rest of the rubbish.

7.4.- The washing machine is thought for small wash with little time. If have a lot of dirty clothes have service of laundry to affordable prices. Inform you in reception.

7.5.- In the laundry room have soap and brushes to your disposal to clean the footwear. If you use it leave it in good condition, with the clean brushes for use by



another guest .

**7.5.-** The wet towels and/or dirty deposit them in the laundry basket that will find in the room.

## **8.- MEDICINE CABINET**

**8.1.-** The bunk hostel has of a small medicine cabinet for the most common wounds, but no of sanitary personnel that attend it. In Padrón and very near of the hostel, there is Clinic, chiroprapist and several pharmacies. Inform you in reception.

## **9.- LIVING ROOM, COMPUTERS, PRINTER AND WI-FI.**

**9.1.-** In the living room will have of games and of a small library. Enjoy them and when you're done using them put them in place again.

All the books and games are to use inside the hostel. In no case it allows take them out to the outside.

**9.2.-** Have to your disposal tourist information and of interest of Padrón and the region, that if you will be able to use out of the hostel and carry it to you for your next visit. Besides if you want to visit something concrete, realise some activity or organise your tourist day we can help you.

**9.3.-** The TV is of free use and shared with other people that are in the room. If you do not find the control ask it in reception. It uses a level of reasonable volume not to disturb the rest of the guests.

**9.4.-** The use of the Wi-Fi is free. The password will find it in reception, on of the pilgrim connected.

**9.5.-** The computers have connection to Internet and are of free use. You will be able to use them to sail, copy your photos, load maps in the GPS, use the email...

If you go to chat , listen music, watch videos or in general any activity that generate noise, uses the headphones that there is in each PC to avoid that it mix the sound with the one of the television.

If there are more people expecting limits the use of the computer to 15 minutes so that all have access.

When finished restart the PC and use all your data and personal files that are stored temporarily and your privacy will be safe will be delete

**NEVER restart your PC without save or copy your files to an external device (flash drive, memory card, phone ...) OR LOSE irreversibly.**

**Albergue Corredoiras NOT RESPONSIBLE in any way for the loss of your**



## **data.**

9.6.- In desktop computers will find several folders with tourist information of the area, hiking trails and tracks GPS, practical information and list of APPS and interesting sites.

Little by little we will go expanding the information. In the section KNOWS PADRÓN of our web [www.alberguecorredoiras.es](http://www.alberguecorredoiras.es) also will find information of all the region.

9.7.- If you need to print your boarding pass will do for free . For this send us an email with the archive to print to [info@alberguecorredoiras.es](mailto:info@alberguecorredoiras.es) indicating the number of your bunk. Before 18:00 that day have your boarding card printed on your bunk.

9.8.- If you need to print another type of documents the cost by page is of 0,25€. To use this service contacts with reception.

9.9.- In reception, under the pilgrim with umbrella, will find meteorological information of Padrón and Santiago de Compostela. The data are taken out of Meteogalicia ([www.meteogalicia.es](http://www.meteogalicia.es)) and the hostel does not hold responsible of the veracity of said information.

## **10.- YOUR RIGHTS LIKE GUEST**

10.1.- Use the installations and services hired in accordance with the present regulation and with the normative intern of the hostel.

10.2.- Receive objective information, exact and complete on all and each one of the conditions of provision of our services.

10.3.- Obtain those that documents accredit the terms of his contracting and, in any case, the corresponding receipts to the same.

10.4.- Formulate complaints or claims, for which will have to your disposal the leaf of claims in reception.

10.5.- Any one other rights that avege recognised in the valid legislation of application.

## **11.- YOUR OBLIGATIONS LIKE GUEST**

11.1.- Identify to do the register of entrance with one of the exposed documents in the section 1.4 of this rule.

11.2.- Credit, in the moment of the register of entrance, the prices, that exhibit publicly, by the utilisation of the services and the installations of the hostel.

11.3.- Respect the established in the present regulation of the Albergue



Corredoiras and the instructions that dictate the direction or the personnel of the hostel.

11.4.- Do a good use of the installations and of his equipment and services.

11.5.- Communicate to the staff of the installations the anomalies of operation, breaks and deficiencies that observe.

11.6.- Respect the rights of the other people, especially in the the use of common installations.

11.7.- Comport properly in the installations facilitating at all times the work of the personnel of the hostel and the coexistence with other guests.

11.8.- Respect the opening schedules and closing of the hostel, attending the indications of the personnel of the hostel this sense.

11.9.- Any one other obligations that derive of the valid legislation or of the present regulation.