

Terms & Conditions for Group Bookings

Wombat's City Hostel Vienna

I. Conclusion of Contract:

1. In order to guarantee our rates and booking conditions (see section III. below) the group must consist of a **minimum of 15 people**.

2. We primarily offer **dormitories** of 4 to 6 beds. As we only have a **limited number of private rooms** (single/twin/double rooms) those are reserved for group leaders and can be provided in accordance with the current availability.

3. The whole group must **arrive and depart together** - on the same dates and time.

4. Please note our **minimum age** restrictions:

2024:

Minimum age of 16 years: January - March 28th,
September 29th - November 2nd

Minimum age of 18 years: March 29th - September 28th,
November 3rd - December

2025:

Minimum age of 16 years: January - May 3rd,
September 28th - November 27th

Minimum age of 18 years: May 4th - September 27th,
November 28th - December 29th

All groups with members younger than 18 need to be accompanied by an adult guardian/supervisor during the entire stay.

II. Payment and Cancellation Policy:

Payment: 80% of the total amount (for travel agencies 100%) is to be transferred latest 4 weeks before arrival. The rest is due in cash upon arrival.

In case of a confirmed booking, please transfer the stated amount by the date mentioned in our booking confirmation to our bank account:

Bank details:

Erste Bank

IBAN: AT36 2011 1294 1039 6800

SWIFT: GIBAATWWXXX

IMPORTANT: *please include the following information on the money transfer:*

Arrival date

Departure date

Name of group (as stated in the email subject)

Please be aware that the **transaction fee is not included.**

Unfortunately, we cannot accept these charges. Please take this into account when transferring the down payment.

28 - 14 days before day of arrival: 30 % of the cancelled amount

13 - 7 days before day of arrival: 80 % of the cancelled amount

6 - 0 days before day of arrival: 100 % of the cancelled amount

Please mind:

Cancellations and modifications can only be processed via email to groupsvienna@wombats.eu.

III. Arrival, Departure, and other Terms of Condition:

1. **Check-In** starts at 2.00 p.m. **Check-out** is until 10.00 a.m. Our front desk is open 24/7.

In case of an earlier arrival or later departure you're welcome to use our luggage room.

Please inform us about the approximate arrival time.

2. We require **name** and **telephone number** of the person overseeing the group (e.g., teacher/organiser) during the stay in case questions or problems arise.

3. The group leader is responsible for its group at all times.

4. We have a **bar** which is open daily from 6.00 p.m.

Please note that in Vienna the consumption of alcoholic beverages is legal from the age of **16 years**. If you have no-drinking rules for your group, it is the supervisor's responsibility to enforce them.

5. **Up to 2 beds** resulting from the gender split are free of charge.

In case the number of participants drops below the minimum requirement of 15 we will have to charge for empty beds as well.

Please acknowledge our [General Terms and Conditions \(GTCs\)](#) and [house rules](#).

The Group Booking Conditions stated above apply overriding in case of similar matters.

Further Important Information

Group Rates include:

-All **taxes** and **duties**

-**Bed sheets:** Sheets are provided in all rooms. In dormitories beds are not pre-made and sheets need to be brought back to reception on the day of departure.

-**Breakfast:** our breakfast is from 7.30 am to 10.30 am Please send us your preferred breakfast time via email in advance. In case your group has more than 50 members, we'll have to split it up and schedule time slots 30 minutes apart. This way we can prevent longer waiting times at breakfast.

-**Free Wi-fi** in the entire building.

Rooms and Facilities:

-All our rooms are equipped with an **en-suite bathroom**.

-The dormitories are equipped with **bunk beds**. There is a **locker** for each bed in the dorm.

-Please let us know whether the rooms will need to be divided by **gender**.

-Please bring your **own towels**. In the single and double rooms towels are provided.

Towels can be **rented** for **EUR 2.-** each. Please book these in advance.

-You are welcome to use our fully equipped **guest kitchen** to prepare your own meals.

-Self-serving **washing machines** and **dryers** are in the cellar of the building and can be used for a fee. Detergent is also available at reception.

-Since we don't have our own bus parking lot, please make sure to organise one for your period of stay. You can find a **bus driver's guide** here:

<https://b2b.wien.info/en/travelindustry/busguide/download-bus-drivers-guide>

You can find pictures of the house on our [website](#) and we are looking forward for your LIKE on [Facebook](#) 😊

We're looking forward to welcoming you as guests in our house!

If you have further questions, don't hesitate to contact us.

Review us online!

We hope you enjoy your stay, and we'd appreciate your feedback:

<https://goo.gl/AY2KhD>

