

# FREQUENTLY ASKED QUESTIONS (FAQ)

## **What is the Booking and Cancellation policy?**

- Standard reservations are charged in full 24 hours prior to check-in.
- Non-refundable reservations will be charged at any point from when the reservation is made up until the check-in date.
- The first night's accommodation is payable at the time of booking.

Please note that online travel agents such as Expedia, Hostelworld & Booking.com may offer slightly different booking and cancellation policies. The specifics of the cancellation policy can be found on your booking confirmation email.

When you book with an online travel agent, you must still agree to our house rules and terms and conditions.

Once you have paid and are checked in, all payments are final and non-refundable. If you leave early during your stay, you will not be refunded.

## **What time is check in and check out?**

Check-in is available after 14:00 on the day of your arrival.

Check-out is before 10:00 on the day of your departure.

We do not offer early-check in.

Late check-out until 12:00 is available for \$20.00, this must be paid for on arrival before checking in and is subject to availability.

If you do not check-out before 10:00am without letting us know, the late check-out fee will be charged to your card automatically.

All guests are expected to leave the rooms in the clean state in which they entered, any guests that leave mess/rubbish or additional items in the rooms will be charged a cleaning fee and/or item removal fee.

### **Do you have parking?**

The nearest car park is at Chill Backpackers around 20 metres from our property, there are 14 spots available here.

This can be booked in advance via the Parkable app, the car park is called "328 Roma Street".

Click the link below to view and book your parking.

[https://maps.parkable.com/?\\_ga=2.106150791.565123310.1690432889-1599539994.1690432859](https://maps.parkable.com/?_ga=2.106150791.565123310.1690432889-1599539994.1690432859)

Entry to car park is best off Roma Street and turn left just after Chill. Look out for Parkable Signage.

After Booking, please park only in the bay you are assigned. If you would like to park long-term (weekly or monthly) please contact Parkable support team and they can make a bay available for you. Please note that cancellation of long-term parking requires 1 term's notice (1 week or 1 month accordingly). If you experience any issues, or need assistance, please email [support@parkable.com](mailto:support@parkable.com) or call 07 3135 7429.

Anyone parking without paying will have their car towed by Parkable and have to pay a release fee of \$285.

City Backpackers HQ are not responsible for any incidents in the car park and are not able to reduce or waive the fine for towing for parking incorrectly.

### **Do you have somewhere to do laundry?**

We have washing and drying facilities available, these are located on the ground floor, they are \$5.00 for each machine and are coins only.

If you need coins for the machines we can exchange notes for you at the reception for you, please note we cannot give cash for card payments and can only exchange notes for coins.

### **Do you have a kitchen?**

We have fully equipped kitchen facilities, gas hob, microwave and ample storage space on shelves and in fridges.

Please ensure to label your food with a name sticker and also the colour of the week.

Fridges are cleaned every Friday afternoon and the colour of the week sticker will be changed. Anything that is not properly labelled will be removed and discarded within 24 hours. This is for the benefit of all of our guests to keep the fridges clean and clear of any rotting food if a guest forgets to take their food with them after checking out.

### **What happens if I hear the fire alarm?**

Fire evacuation signs are located in every corridor and in every room. There are fire exits on each side of the building. If you hear the fire alarm, please exit the property in a safe and calm manner and do not return until you have been told by a fire officer or staff member that it is safe to do so.

### **Can I bring a friend in who is not staying here?**

Non-guests can come into the common areas only, with permission from the Reception.

Guests are responsible for any person they bring into the hostel, if your guest causes any damage, this will be charged to you. If you sneak non-guests into the building or your room without permission you will be asked to leave with no option of refund.

### **Can I play my music?**

Music can be played at a moderate level between the hours of 08:00 to 23:00. Please be mindful of other guests in the room, if they ask you to turn it down or turn it off, please do so.

### **Do you take a deposit?**

A Pre-authorisation of \$1.00 will be placed on your card at check-in. This allows us to charge your card for any incidentals or damages if any during your stay.

### **Do you have disabled access?**

Unfortunately due to the nature and design of our building, we are not best suitable for those with accessibility needs. For this reason we do not recommend people with accessibility needs book with us. We are happy to advise on alternative accommodation.

### **I've lost my key. Can I get a new one?**

We will deactivate the old key and re-activate a new one for you so we can ensure only you have access to your room. The cost for a replacement key card is \$10.00.

We will not refund any balances paid for lost keys.

### **Where is the nearest Shop?**

The nearest supermarket to us is Coles Petrie Terrace, The Barracks, Petrie Terrace, Queensland, 4000.

Opening hours are 7am – 9pm Monday to Saturday, and 9am – 6pm on Sundays. Coles is a short 5 minute walk from Chill and has everything you will need for your stay.

### **Do you allow pets?**

No. Unfortunately some guests may have allergies, therefore for the benefit of all guests we cannot allow pets.

### **I don't have an international passport, can I still check in?**

We are an international backpacker hostel. We like to create an ambient atmosphere where every guest is in the same boat. Whilst we can make

exceptions for national guests without an international passport, please note this is strictly at manager's discretion and we reserve the right to refuse entry without reason if you do not bring an international passport. We recommend informing us before arrival to avoid disappointment. If we do refuse entry to any guest before check-in, you will be refunded in full for the stay.

### **I want to stay longer, can I extend my stay?**

Let us know if you plan to stay longer than your reservation. If you don't book ahead your bed may be sold to someone else. We cannot guarantee the same room will be available, nor can we guarantee that group bookings will be placed into the same room.

We have weekly rates available, enquire at the reception. Please note these rates are discounted on the basis that they are non-refundable, if you leave early you will not be refunded for any outstanding payment.

**By creating a booking with us, you agree to all of our house rules and understand that if any of them are not followed that you will be evicted with no refund and potentially blacklisted from City HQ and the surrounding hostels.**