



FAQ

1. WHAT IS A HOSTEL?

Hostels provide budget-oriented, sociable accommodation where guests can rent a bed, usually a bunk bed, in a dormitory. They provide common areas as well as communal facilities.

2. DO YOU HAVE ANY AGE AND NATIONALITY RESTRICTIONS?

With the very nature of our business being a hostel, we accept everyone regardless of nationality. However, since rooms are on sharing basis, therefore, guests who wish to bring their children under 16 years of age must book a whole dorm or private room, with children under the age of 7 staying for free.

3. CAN I CHECK-IN EARLY?

The hostel is pleased to accommodate early arrivals upon request, subject to availability. Check-in between 6:00 AM – 12:00 NN will incur a half day charge non inclusive of breakfast. However, if your flight gets in during the wee hours in the morning, it would be best to book for an additional night to ensure that you would have a place to rest.

4. CAN I CHECK-OUT LATE?

Late check-out is also subject to availability. Half day rate will be charged when you decide to check-out from 2:00 PM to 6:00 PM. If you decide to check-out beyond 6:00 PM, a whole-day rate will be charged.

5. DO YOU PROVIDE LUGGAGE STORAGE?

Yes, the hostel offers luggage storage free of charge. For guests who arrive earlier, we will be able to store your luggage with us till your rooms are ready. For guests who wish to leave your luggage after check-out, the maximum storage period is thirty (30) days or one (1) month. We reserve the right to dispose of any luggage or items not claimed after the maximum storage period allowed. Guests who wish to leave their luggage five (5) days or more are required to sign a waiver.

6. DO YOU PROVIDE LOCKERS?

We provide lockers in all room that could fit full-sized luggage.

7. MAY I RECEIVE MAIL AT YOUR HOSTEL?

Yes but we will need a letter from you authorizing the staff to receive the mail. Only normal mail will be accepted, no oversized or bulky mails.

8. ARE VISITORS ALLOWED?

Visitors are only allowed at the lobby.

9. DO YOU PROVIDE ANY PICK-UP / SHUTTLE SERVICE FROM AND TO THE AIRPORT?



As of now, we do not provide transportation service.

10. ARE THERE PARKING SPACES AT Z?

Yes but we only have limited parking slots.

11. CAN YOU HELP US BOOK TOURS AND ACTIVITIES?

Definitely! Our travel desk clerks would be happy to assist you in arranging these tours.

12. DO YOU SUPPLY TOWELS AND LINENS FREE OF CHARGE?

Yes. Blankets, however, are only available upon request.

13. DO YOU HAVE LAUNDRY FACILITIES?

No. However, we could refer you to nearby laundry shops.

14. DOES EVERY ROOM HAVE A PRIVATE SHOWER AND TOILET?

Yes. Aside from that, we also have a common bathroom located at the mezzanine.

15. ARE THERE ANY COOKING FACILITIES AT Z?

We do not have a communal kitchen. If you wish to buy food, we do have a café or we could recommend nearby convenience stores and restaurants.