

Terms of booking and cancellation

Please read carefully before booking! By finishing your booking, you are agreeing to these terms and conditions.

Booking and payment:

Reservations made on the website are paid in advance when booking or at the hostel.

Reservations made by phone, email or at the hostel are paid at the hostel. Our hostel accepts Visa and Mastercard (both credit and debit cards), no cash payments please!

When making a reservation, you are required to state your name, address, phone number, email address, arrival and departure time, number of guests and your method of payment. A confirmation email will be sent to you shortly after booking.

Service hours:

Myö Hostel is a self-service hostel. During your stay you will have access to the hostel and your room using a door code. The code will be sent to you via sms and email on the date of your arrival. You'll meet our friendly staff every day at the hostel. When we're not there, you can reach us by phone 24/7, tel. +358 44 77 000 11. Your safety is guaranteed by an on-call security guard.

Check-in and check-out:

Check-in From 15.00

Check-out Until 11.00

The hostel room is only for use of the guests mentioned on the reservation. It is not permitted to bring other people to the hostel, unless it has been agreed with the Myö Hostel staff beforehand.

Arrival:

You'll enter the hostel and your room with a code that will be sent to your phone via sms and email on your arrival date. The code is valid until your check-out day at 11 AM, when it expires and stops working (unless you have booked a late check-out).

Please fill out the passenger card either at the hostel reception or in your room. You can leave the filled-out passenger card either to our staff or in your private room (not dorm room).

Rebooking:

Rebooking is possible until 3 pm the prior day of arrival. Rebookings can be made via email or phone.

Cancellation and no-show:

Cancellations can be made until a day before arrival (unless otherwise agreed at the time of booking or the rate you have chosen has different rules). If the cancellation comes in later than that or in case of a no-show, you will be charged the rate of your first night. When cancelling, inform the hostel via email or phone.

If the hostel has incurred costs specifically related to your booking, you must also reimburse these.

Group reservations:

We welcome groups with open arms! You can ask about our special group rates and packages via email, moi@myohostel.com

Long-term bookings:

For long-term bookings we offer every 7th night for free! For stays longer than one month, please contact the hostel directly.

Age limits:

You must be at least 18 years of age to check-in and register for a room, unless you have a permit in writing from your legal guardian. Children under three years of age stay for free. The hostel can offer a travel cot with bedding, please check for availability before arrival.

Pets:

Pets are welcome to stay at Myö Hostel! We charge 10e / pet / stay. Pets can stay in private rooms, and if they are well behaved, they are also allowed in the hostel public areas. Pets are allowed in dormitories only when the whole dormitory is reserved by the same party. If you're traveling with pets, please let us know about it when making the booking.

Hostel's responsibility about guest's belongings:

The hostel has no responsibility for belongings that you keep in your hostel room or for a car kept on the parking lot.

Guest's responsibility:

Please behave yourself and respect others when staying at Myö Hostel! If you repeatedly fail to do so, we must remove you from the property. Please don't break anything that is not yours – if you do, replace or reimburse. Smoking is strictly prohibited in all indoor areas of the hostel. Smoking indoors will cause you 200 € cleaning fee.

Extra services:

You can buy extra services when making reservations online or later at the hostel (only card, no cash). The availability of the extra services may vary.