

# Information and house rules.

## We hope you'll enjoy your stay at Danhostel Copenhagen City

As a group leader, we kindly ask you to read thoroughly these information and house rules.

It will ensure a good experience for both you, your group and the staff at the hostel.

If you have any questions about the following, you are always welcome to contact us.

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### Before arrival

Please provide us with the following information at least a week before arrival:

- A namelist of your group divided into your rooms.
- Your expected arrival time.
- Your expected check-out time.
- Your preferred dining time, if any meals are book during your stay.

### At arrival

We ask that one or two of the group leaders come to the reception to receive further information and to check in. Due to limited space in the lobby, we ask that the rest of the group to wait outside until check-in has been done.

### At check out

If the group has booked standard rooms, we ask that all guests are out of the rooms no later than 10 am. If the group has booked standard+ rooms, we ask that all guests are out of the rooms no later than 12 am.

All keys are to be collected together and returned as one group (not individually). The price of a lost keycard is DKK 50 per keycard. It is also recommended that group leaders check the rooms for cleaning/damages before checking out.

### Luggage storage

Groups arriving before the check in time (2 pm) are offered free luggage storage. Please remember to inform us of your expected arrival time.

At check out, there are different options available, at different prices.

Groups can either choose to book a late check-out on one of their rooms until 12 am for 200 DKK, or rent a room for an extra night so that luggage can be stored the entire day.

### Linen

Bed linen and a towel are included for everyone.

We kindly ask everyone in the group to pick up a tote bag with linen in the lobby and return everything again during check-out.

## **Elevator guide**

We have five elevators in the building. When using the elevators, simply scan your keycard on one of the screens located next to the elevators. The screen will let you know which elevator you need to take (A, B, C, D or E). There are no buttons inside the elevators, so it is important to take the assigned elevator.

You can only get up to the floor where your room is located.

When using the elevators down, simply press 1 for restaurant, 0 for lobby or -1 for the common areas.

**Important:** Please inform everyone in the group, that they should only scan/press one time on the screen, or they will create a queue on the line and possibly create a long waiting time on an elevator.

We refer every group, who is staying on the lower floors, to use the stair:

## **The stairs**

It is required to use your keycard when using the stair. Like the elevators, you only have access to your room floor and the common floors like the bar and lobby.

Please note that there are two stairs in the house, of which one of the stairs is a fire escape and can only be used in emergencies.

## **Rooms**

The room should be left neat and tidy at check out. It is also recommended that group leaders check the rooms for cleaning/damages before checking out.

Rubbish is to be thrown in the garbage shoot on the floors.

Consumption of your own food and drinks in the rooms is not allowed.

## **Environmental policy**

The trashcan in the room is reserved for non-recyclable waste and paper. Kindly, place all cardboard, cans/metal, glass and plastic next to the trash can in the room or bring it to the ground floor (level -1), where you have the option to sort the trash.

## **Noise**

Out of respect for other guests, we ask that noise is kept to a minimum between 11 pm and 8 am.

## **Breakfast**

Breakfast buffet is served between 7 am – 10 am and is booked in 30-minute intervals. It is very important to adhere to the booked time. If the group has ordered breakfast buffet, then please inform everyone in the group, that plates and cups are placed specially for you behind the bar.

Please remember, to clean up after yourself and place all plates and cups on one of the service carts.

## **Lunch/Dinner**

We offer homemade lunch packs for groups of at least 20 people from Monday to Friday, and on weekends only upon request. Additionally, we can also offer dinner for groups of at least 25 people from Monday to Friday. For more information and booking, please contact us at [gb@cphhostel.dk](mailto:gb@cphhostel.dk).

Please remember to inform us of any allergies or special dietary requirements at least 14 days before arrival

**Smoking**

Is not allowed anywhere inside Danhostel Copenhagen City. Anyone found to be smoking on the premises will be charged DKK 1,000 for extra cleaning. If the smoke detector is activated, an additional fee of at least DKK 7,500 will be charged.

**Alcohol**

Can only be purchased at Danhostel Copenhagen City by guests over 18 years of age. Any alcohol not purchased on the premises may not be brought into the hostel. If found, this alcohol will be confiscated by the staff, and a corkage fee of DKK 1,000 will be charged.

**Reception**

The reception is open 24 hours and are always ready to help.

**WiFi and TV**

We offer free WIFI throughout the building and TV screens on the ground floor.

**Guest kitchen**

Our guest kitchen is reserved for families. Larger groups are not allowed to use the guest kitchen.

**Parking**

For information on parking options, please see: <https://danhostelcopenhagencity.dk/en/facilities/parking>

**Bike rental**

Bicycles can be rented from reception on a day-to-day basis. For group reservations, please contact [gb@cphhostel.dk](mailto:gb@cphhostel.dk)

**We look forward to welcoming you!**

**Danhostel Copenhagen City**

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