

House Rules

In order to provide security and convenience for all guests, we appreciate your kind acceptance of these House Rules:

CHECK-IN/ CHECKOUT TIMES

Check-in: 2 p.m. or upon availability of room/bed
Checkout: 12 p.m. (noon)

You can arrange late checkout with our Hosts but please contact them one day in advance. Additional fees are assessed as follows:

- 50% of the normal rate for late checkout between 12 p.m. (noon) and 6 p.m.
- Full daily rate for late checkout after 6 p.m.

You are welcome to leave your luggage in the luggage room while you are waiting for a room to open or after you have checked out.

PAYMENT

Full payment for room/bed is required upon check-in.

REFUND

In case your travel plans change which shortens your stay with us, you can obtain a refund for the unused days provided you notify us at least 24 hours in advance of your intended departure.

For example, if you originally planned to stay with us for five days and you notify us on Day 2 that you will depart, you will be refunded the payments for the time 24 hours after you notify us i.e. Days 4 and 5.

KEY CARD DEPOSIT

A deposit of **100 baht per key card in cash** is required upon check-in. The deposit will be returned to you on presentation of your key card at the front desk when you check out. Failure to claim your 100 baht within 30 days after checkout will result in forfeiture of the amount. It will then be donated to an orphanage in your name. These deposits cannot be sent elsewhere but must be claimed personally.

CHILD POLICY

We offer free accommodation to one child under five years of age who shares a bed with his/her parents in a private room (Railway Twin or Double). If you have more than one child, 12 or under (or if you just prefer the added privacy), you can book another room and get 25% off (subject to availability).

HOUSEKEEPING

Every room is cleaned daily between 11 a.m. and 3 p.m. Occupants of private rooms (Double and Railway Twin) can maintain their privacy by hanging a "Do Not Disturb" sign on the outside doorknob during cleaning hours.

EMERGENCY EXIT

The Emergency Exit is designed solely for emergencies. Opening the door will activate the fire alarm.

VISITORS

Please use the Hostel Lobby to receive your visitors. **Visitors or friends are prohibited from entering the Residence Area**, which is reserved solely for registered guests.

LIMITED AREA ACCESS

For everyone's safety, we have established a "Limited Area Access" policy as follows:

- At no time are non-guests allowed past the ground floor entrance door leading to the Residence Area.
- At all times, the Ladies' Dorm is accessible only to Ladies' Dorm paying guests
- **"One Person One Bed"** and **"Same Bed Number & Locker Number"**. Please do not use other guests' bed(s) or lockers.
- Between 11 p.m. and 6 a.m., the Hostel Lobby is accessible only to guests with key cards.

SMOKING

According to Thai law, anyone who smokes inside the hostel is subject to a **2,000 baht fine**. The designated smoking area is the front porch overlooking the sidewalk.

NOISE

Please **keep the noise down after 10 p.m.**, especially in the dormitories, bathrooms, and in the hallways.

OTHER SERVICES

Yellow Donut Café and Bar: Our café and bar are open from 7 a.m. to 2 a.m. Payments can be made either in cash or by credit cards (Visa or MasterCard).

View Point Theatre: Please feel free to relax in our View Point Theatre on the 2nd floor. There, you can enjoy the fun of big screen TV with your new Lub d friends.

Spin Me Laundry: Washing machines and dryers are available on the 2nd floor. The machines are operated with 10 baht coins which can be changed at the front desk. Detergent for front-loading washers is also sold for **10 baht** per box for one load at the front desk.

Bath Towel: Clean bath towels can be rented for **50 baht**.

Free Internet: The internet facility located in the lobby area is free of charge to all of our guests. Plus free Wi-Fi high speed internet access for Lub d guests.

Long-term Left Luggage: Long-term luggage storage is available to our guests free of charge up to 60 days. Please contact the front desk to make arrangements. Storing of hazardous items is strictly prohibited. While we take utmost care to ensure the security of your property, Lub d assumes no responsibility for loss or damage to goods stored with us.

LIABILITIES

Lub d does not assume liability for the loss, theft or damage to your luggage or belongings while on the Lub d premises. Please use the lockers we provide for each guest in the Dormitory rooms, or the safe deposit boxes in Railway Twin and Double rooms. If you do not have your own padlock, you can purchase one at our front desk.



TheObserver

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