

## Terms of booking

1. Reservations at the hostel on the basis of written applications sent through the site [hostelviva.by](http://hostelviva.by), filling in the booking form, as well as E-mail: [hostelviva.by@gmail.com](mailto:hostelviva.by@gmail.com), on Skype: [hostelviva.by](https://www.skype.com/name/hostelviva.by), as well as by telephone: + 375 29 627 11 33.

Applications by e-mail and Skype should contain the following information:

- Name, contact e-mail, phone, and check-out date, arrival time, number of guests, type of room (4-bed room, a 5-bedded, 10 bedded), a form of payment (bank card (Visa / MasterCard), bank wire, Western Union, cash).

2. The reservation is not confirmed until it will be confirmed by the administrator of the hostel.

3. Guaranteed booking is confirmed by your prepay:

- Full (100%) prepayment for groups of 8 people;  
- A partial prepayment.

4. After booking, hostel manager sends you a further action for payment, depending on the chosen method of payment:

4.1. **Through bank plastic cards** - you will be sent by e-mail the link to pay after receiving links and fill in all the fields for the payment to your specified e-mail is the acknowledgment of the result of payment (check). Payment must be made within 48 hours after receiving the link. After completing the payment please send a scanned copy of the passport on e-mail: [hostelviva.by @ gmail.com](mailto:hostelviva.by@gmail.com).

Payment is made to link to on-line, redirected to the electronic payment system PAYAND.BY. Data bank plastic card you entered the server [paysecure.ru](http://paysecure.ru) / [assist.ru](http://assist.ru). On the appropriate page of the payment system PAYAND.BY to enter information about your bank cards. From individuals and legal entities, the following types of payment cards:



### **Secure Payments by credit card through the payment system PAYAND.BY:**

Security payments and confidentiality of bank cards is ensured by the SSL protocol to transfer information from the card holder on the payment system server PAYAND.BY / Assist. Processing and transmission of confidential information of the card holder (payment card details, registration information, etc.) at the processing center and PAYAND.BY via closed bank networks. Thus Ltd. "Hostel Viva" can not obtain personal and banking data of the card holder, including information on payments made before. To protect data from unauthorized access protocol is used SSL 3.0, the server certificate (128 bit) supported certificate authority company Verisign.;

4.2. **Bank transfer** - You receive an invoice for payment, which must be paid in any bank (sending bank charge a commission for the transfer);

4.3. **Through the Western Union** – you send through the transfer payment system «Western Union to the head of our hostel: CHERNYAK SERGEY YURYEVICH

After payment, please let us know by e-mail the following information:

- Full name of the sender;
- Amount;
- Country, city, from which has been translated;
- Ten-code.

5. Prepayment must be made no later than 48 hours after placing a single payment of the payment methods.

6. After receipt of payment to the account of the hostel, bank transfer or through Western Union, you will be sent a contract that is the basis for the settlement in the hostel.

7. Cash payment is accepted only in Belarusian rubles.

8. Non-guaranteed reservations (without payment) is saved in case you book **two day** before the date of arrival, by phone or in writing (E-mail, Skype).

9. Cancellations:

9.1. if you have not prepay or you do not timely reported cancelation, the administrator of hostel «VIVA» has the right to cancel the reservation;

9.2. in the case of cancellations or no-prepayment of the cost of the first (one) night stay is not returned.