1- What do I need to check in?
2- Check-in & check-out
3- Booking process
4- Is there any booking fee?
5- With how many time in advance should I notify about a cancellation?
6- How many nights can I stay at the hostel?
7- Are sheets included?
8- Is breakfast included?
9- Is there Internet access?
10- What time do I have to leave the hostel?
11- Is there car parking?
12- How do I get there?
13- Is there a curfew?
14- Is there any type of food available?
15- Are the rooms unisex?
16- Payment methods
17- Do you have weekly rates?
18- Who can stay in our hostels?

1- What do I need to check in?
Government issued picture identification, such as passport, driver's license, state/provincial or national identity card, national military service card, etc. The hostel management also accepts current, valid student cards.

2- Check-in & check-out
The hostel is open 24 hours, 7 days week. Check-out time is 10.00 am, so your room may not be ready if the previous resident has not yet left. If necessary, you can leave personal effects at reception and check in later during the day.

3- Booking process:
*Online bookings: Go to "book now" menu at the home page, choose your city and hostel, then follow instruccions on the screen. The booking software will automatically send you your booking reference and an email with all your booking details.
*By email / form: if you prefer, you can always send us an email for special bookings, requests. . . You'll find all information in "Contact us", of fullfil the form that appears at the bottom page of the booking screen of every hostel.
*Groups: For group bookings contact us at groups@equity-point.com.

4- Is there any booking fee?
No, we just charge you the first night to guarantee the booking. If you don't arrive or don't call to cancel the booking, you will lose this money. If you arrive as planned, you will then just have to pay the rest of your stay.

5- How long do I have to make a cancellation?
Cancellations must be done 24hrs prior to arrival in writing by e-mail to infolisboa@equity-point.com, failure to do so will result in forfeiture of the cost of the first night

6- How many nights can I stay at the hostel?
You can stay as long as you like.

7- Are sheets included?
Yes all the bed linen are included.

8- Is breakfast included?
Yes, we offer a portuguese breakfast as part of the price.

9- Is there Internet access?
Yes we have an internet room and you can use our computers free of charge and also wifi.

10- What time do I have to leave the hostel?
Check-out is at 10:00 am.

11- Is there car parking?
No.

12- How do I get there?
All information on how to find us is included on this website (‘Getting there’ section).

13- Is there a curfew?
There is no curfew; you can go in and out as you please.

14- Is there any type of food available?
We provide a portuguese breakfast.

15- Are the rooms unisex?
Our rooms are mixed dorms. If you need male or female dorms please send us a special request and we will do our best to fullfil your requirements.

16- Payment methods
You can pay in EUR.

17- Do you have weekly rates?
No, we do not have weekly or monthly rates.

18- Who can stay in our hostels?
Our hostels are independent, and it's not necessary to be a member of any organisation, and you don't need to show any hostel card to use our services. There are no age limits, you only must have a young spirit.

Equity Point Lisboa Hostel

Travessa do Fala-Só 9
1250-109 Lisbon
Bookings and modifications:
Tel +351 218 018 211
infolisboa@equity-point.com