1- What do I need to check in?
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4- Is there any booking fee?
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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- How do I get there?
12- Is there a curfew?
13- Is there any type of food available?
14- Are the rooms unisex?
15- Payment methods
16- Do you have weekly rates?
17- Who can stay in our hostels ?

1- What do I need to check in?
National photo ID, such as passport, driver's licence, ID card, national military service card, etc. The hostel management also accepts current, valid student cards.

2- Check-in & check-out
The Check in is at 11.00am. The Hostal Metropol in Madrid is open 24 hours, 7 days week. Check-out time is 10.00 am, so your room may not be ready before 11.00 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 info@metropolhostel.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?
We provide bottom sheet and pillow case free of charge. If you need more, you can ask the receptionist who will rent you some.

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

9- Is there Internet access?
Yes, you can use our broadband wifi connection for free. We also have an Internet room, where you can and you can use our computers free of charge during 20 minutes a day enjoying the latest technology.

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

11- How do I get there?
All information on how to find us is included on the website ('Getting there' section).

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

13- Is there any type of food available?
Yes, we provide continental breakfast and we also provide food like pizzas and sandwiches in the bar.

14- Are the rooms unisex?
We have single-sex and mixed rooms. We always try to place unaccompanied guests in single-sex rooms. If you are travelling with your partner, we will give you a mixed room.

15- Payment methods:
We take cash and credit cards (1€ extra charge per night applied). We don't accept traveller's cheques neither American Express.

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

17- 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.