



## TERMS AND CONDITIONS

**Parthenon Guest House, LLC**  
310 S Halsted Street  
Chicago, IL 60661

### **RATE TYPES/DEPOSITS**

Standard Rate reservations booked directly through the property website, located at [www.chicagoparthenonhostel.com](http://www.chicagoparthenonhostel.com) are charged a 10% NON-REFUNDABLE deposit. The 10% is calculated based on the room rate (excluding taxes and applicable fees). The deposit will be applied directly to the total amount of the reservation, reducing the balance due at check-in by the amount of the deposit collected. No refund/return and/or credit will be issued for the deposit amount if the reservation is canceled, either voluntarily or involuntarily (no-show).

Non-Refundable Rate reservations must be booked 7 days in advance of the anticipated arrival date directly at [www.chicagoparthenonhostel.com](http://www.chicagoparthenonhostel.com) or on an authorized online travel agent (OTA) website, to include but not limited to: Booking.com and/or a subsidiary of, Hostelworld.com and/or a subsidiary of and Expedia.com and/or a subsidiary of. Non-refundable rate reservations are not subject to a 10% NON-REFUNDABLE deposit as the total amount of the reservation is due at the time of booking. Payment will be processed for the reservation total amount as indicated on the confirmation screen/email received plus any additional taxes and fees as indicated/disclosed before finalizing the booking. The property reserves the right to modify the time frame to which payment may be processed and collected for a Non-Refundable room rate to include any point from the time in which the booking was confirmed (generated reservation number/booking ID) up to and including the stay dates from arrival to departure. If payment processing fails or is declined by the card issuer, the property reserves the right to cancel the reservation without prior notice or authorization. A cancellation notice will be generated and provided, upon request to the customer.

The property reserves the right to pre-authorize the credit/debit card indicated in the guest reservation (on-file) for the total amount of the reservation. This is a temporary hold placed on the account (card on-file) and does not indicate, imply or constitute a payment or a reduction of the balance due. This authorization is released according to the policies of your financial institution and/or card issuer.

A refundable key/incidental deposit for \$25.00 will be collected at check-in, regardless of room type or rate booked if a valid debit/credit card is not on file or presented at check-in. The deposit will be returned to the guest at the time of check-out provided the room key, property key FOB, key identifier tag, and the property issued deposit receipt have been returned to the front desk. All key deposits uncollected by a guest will be held for a maximum of 30 days. Unclaimed deposits may be requested after checkout by the guest whose name appears on the reservation. Requests must be submitted in writing to the property along with a copy of the deposit receipt and confirmation from the property that the key, property key FOB, and the key identifier tag have been returned. All arrangements and costs associated with the return of the key/incidental deposit are the sole responsibility of the guest initiating the return request.

### **RESERVATION MODIFICATION/CANCELLATION**

Standard Room Rate allows for modification and/or cancellation of a reservation (when requested before 3 pm CST, a minimum of 48 hours before the scheduled arrival date). All requests to modify and/or cancel a reservation must be submitted in writing to [reservations@chicagoparthenonhostel.com](mailto:reservations@chicagoparthenonhostel.com). If reservations originated from an authorized Online Ticket Agent (OTA) website (i.e., booking.com and/or a subsidiary of, Expedia.com and/or a subsidiary of or Hostelworld and/or a subsidiary of), all requests for modification and/or cancellation must be submitted and/or performed by following the procedures as outlined on each of the OTA's booking platforms/websites. Request for modification, in all circumstances, is based on availability and may result in a rate change to the existing reservation. A change to the reservation may also result in the exclusion of certain rate plans from being available if all eligibility requirements are not met as outlined in the original and/or new room rate. A room rate resulting in an increase to the reservation total will be due in full on the scheduled day of arrival during the check-in process (see above for payment methods accepted). A decrease to the overall reservation total will require only the balance due as indicated in the modified reservation. If applicable, any paid deposit amount will be applied to the modified reservation however in the event of a cancellation the deposit is non-refundable. No refund, return or credit of any deposit amounts collected will be authorized/processed. Cancellation requests received after 3:00 pm, 2 days or less, before the scheduled reservation arrival date are subject to a late cancellation/no-show fee (penalty). The fee is equal to the first night's room rate and is applied to each room in a reservation where the late cancellation/no-show fee is applicable.

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The fee will be collected and processed using the credit/debit card provided at the time the reservation was booked. In addition to the late cancellation/no-show fee, a 3% credit/debit card processing fee is applicable and will be added to the total fee/penalty amount to be charged.

Non-Refundable Room Rate does not allow for any type of modifications, including but not limited to date, room type, guest, and/or room quantity. In the case of a cancellation request, no refunds, returns, or credits for any collected payment amount applied to the reservation will be authorized. Payment for a non-refundable room rate is due immediately at the time of booking, upon issuance of confirmation and/or booking ID number. The property reserves the right to modify and collect the balance due for a non-refundable room rate (plus tax and fees), at any point from the reservation being confirmed up to and including during the period in which the accommodation has been reserved for. If payment processing fails, is declined by the card issuer, and/or only a partial payment amount is authorized the property reserves the right to cancel the reservation without prior notice or authorization. A cancellation notice will be generated and provided to the customer.

## **CHECK-IN/CHECK-OUT/PAYMENT METHODS/LOST KEY FEE**

**CHECK-IN:** After 3 pm CST\*.

\*For arrivals after 10 pm CST please contact the Front Desk to advise. This notification should be done via email and/or by phone, in advance of your scheduled arrival date,

In the event of unexpected delays please contact the Front Desk as soon as possible, if arriving after 10 pm. The Front Desk may be reached by email at [reservations@chicagoparthenonhostel.com](mailto:reservations@chicagoparthenonhostel.com) or by phone at 1-312-258-1399.

As part of the check-in process, the balance due on the reservation is required to be paid in full.

Cash, debit/credit cards (including Visa, MasterCard, Discover, and American Express) are accepted forms of payment. All payments made by debit and/or credit card are assessed a processing fee equal to 3% of the total amount charged.

All guests are required to have an original, valid government-issued photo identification and present that ID at the time of check-in (ex: Passports, Driver's License, State-issued ID cards). Photocopies, pictures, and digital files are not acceptable as they do not meet the criteria as outlined above, whereas the identification presented must be presented in the original state as received by issuing authority.

**CHECK OUT:** Before 11 am CST

The room key, key FOB, and key identifier tag must be returned to a member of the front desk staff or secured in the key deposit/drop box located on the Front Desk/Office door.

All lost, non-returned or damaged keys and/or fobs and/or key identifier tags are subject to a \$25.00 replacement fee. The replacement fee is to be paid no later than at check-out or upon receipt of a replacement key and/or fob, whichever occurs first. All key replacement fees not paid by the customer will be processed for payment using the credit/debit card that was provided during the booking process and/or the cash deposit collected at check-in. A missing or uncollected deposit does not remove the liability of the guest to return the key, FOB and key identifier tag by checkout time on the day of the guest's scheduled departure, nor does it limit the ability or right of the property to collect the \$25.00 replacement fee for lost/damaged/non-returned keys, FOB's, or key identifier tags.

## **ADDITIONAL TERMS AND CONDITIONS**

You must be 18 years or older to make a reservation and/or check-in. Minors under the age of 18 are allowed when accompanied by an adult (18 or older) when staying in the same room together. Minors under the age of 18 are not permitted in dorm rooms even if accompanied by an adult.

**Residents of any suburb within Cook County including the City of Chicago are not permitted to stay at the property.**

Residency determination is based upon the address as stated on the valid government-issued, photo ID presented at the time of check-in. The presented ID must meet all the following criteria to be accepted:

1. Issued by a recognized government agency (foreign, federal, state, and/or local)
2. ID must possess a photo that is embedded/designed into and as part of the ID
3. The expiration date of the ID must be beyond the current date
4. Full name must appear on ID and match that of the name indicated on the reservation or as being an authorized guest of the primary reservation holder, as indicated on the reservation.

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5. Complete address (including city) must appear on the ID. An ID indicating a city within COOK COUNTY, including but not limited to the CITY of CHICAGO is not a valid ID with regards to being used to prove residency (Foreign Passports are excluded from this requirement)
6. ID shall be signed in permanent ink in the designated area as required on the ID itself
7. Any evidence or indication that an ID has been tampered with and/or altered will not be accepted as a valid form of ID
8. Any mutilated or damaged ID will not be accepted as a valid form of ID

Any reservation booked which fails to meet the residency and ID requirements is still bound by the terms and conditions as outlined in this document. Any payment, deposit, and/or money collected as required by rate type will not receive a refund and/or credit for the amount collected in accordance with the terms and conditions.

No pets and/or animals of any kind are allowed on the property. \*Service animals are exempt from this policy

The building is not wheelchair accessible. All guest rooms are located on floors above street level and can only be reached by transiting stairs. There is no elevator/lift on-site.

This is a non-smoking property. No smoking is allowed inside or outside (within 15 feet of the building entrance). A minimum \$200 cleaning fee will be assessed for any guest found violating the no smoking policy, including but not limited to violations occurring in private/shared rooms, public washrooms or shower rooms, lounges, stairwells, and/or kitchenette areas. Credit/debit card on file will be charged and guests will be asked to leave the property regardless of the length of stay remaining. No refund/return or credit will be issued/processed for unused room nights resulting from a guest being requested to leave the property due to a violation of the smoking policy.

Any guest whose actions result in damage to the property will be responsible for the repair and/or replacement of the damaged property. A guest whose actions cause intentional damage or damage that occurred because of criminal activity will be asked to leave the property (regardless of the length of stay remaining on the guest reservation). No refunds/returns or credits will be issued for unused room nights resulting from a guest being asked to leave the property due to damage resulting from their actions.

Luggage Storage is available upon checkout for an additional fee of \$3 per bag/item. Bags/items requested to be stored that are excessive in weight or size are subject to an additional storage fee. Bags are only stored until 10:00 pm on the day of your departure (checkout). The property assumes no liability for damage to and/or loss of any bag or contents of the bag. All bags/items picked up late, after 10:00 pm on your departure date will be charged a \$10 per bag/item fee, per day. All unclaimed bags over 30 days will be considered abandoned and disposed of at the property's discretion. A numbered claim check along with a coordinating luggage tag will be issued for each item being stored. The claim check must be surrendered by the guest when picking up items from storage. In the case of lost or misplaced claim checks, it will be at the property's sole discretion to release items without a claim check. Additional item-specific information may be requested for verification purposes.

Bicycle storage is available as a registered guest (during the length of your stay) with a paid storage fee of \$5 per day. This storage allows for in and out privileges between the hours of 9:00 am CST to 10:00 pm CST. Non-Guest bicycle storage is available for a daily storage fee of \$10 (includes overnight storage). Bicycle acceptance is daily from 9:00 am CST through 10:00 pm CST. All bicycles must be picked up by 11:00 am CST the following day or on the last day in-which the storage fee has been paid for. Payment must be made when the bicycle is dropped off. Space is limited and based upon availability. The property assumes no liability for damage to any bicycle.

All bicycles left beyond 30 days will be considered abandoned and disposed of at the property's discretion. A claim check will be issued and must be surrendered upon pick up of the bicycle. All bicycles remaining after 11:00 am CST are subject to an additional day storage fee of \$10.00

While we certainly make every attempt to accommodate a special request, we cannot guarantee that all requests can be accommodated.

To ensure an environment that allows for a range of activities while respecting individual guests there is no consumption of alcohol including beer permitted anywhere within the property. Guests violating this policy, at the sole discretion of the property may be asked to leave regardless of the number of remaining nights in the reservation. No refunds/returns or credits will be issued for guests that are found violating this policy and asked to leave as a result.

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Guests have 24-hour access to the property through a key FOB that is issued at check-in. For your safety and the safety of the other guests do not grant access to any individual who is not a registered guest and in possession of a room key and front door key FOB.

Personal items left by guests in rooms and common areas will be held for a maximum of 30 days at which point the item will be properly disposed of. Guests are responsible for all shipping and handling charges associated with the return of lost and found items that they request to have sent to them. The carrier of choice and method of return cannot be guaranteed however every attempt will be made to utilize the customer's preferred shipping service.

Bed linens and pillows are provided by the property and must remain in the guest dorms or private rooms. Do not remove linens, pillows, towels or blankets from the property.

Towel service is included with all private rooms at no additional cost. Towel service for guests in a dormitory room is available for an additional fee of \$3. The fee paid is a one-time charge that covers the entire length of stay.

Third-Party payments will be processed and accepted as such when the following requirements have been satisfied:

1. Parthenon Guest House issued credit card authorization form is completed, signed, and returned via email to [reservations@chicagoparthenonhostel.com](mailto:reservations@chicagoparthenonhostel.com).
2. Picture of the account holder's government-issued, valid photo identification, front and back is submitted via email to [reservations@chicagoparthenonhostel.com](mailto:reservations@chicagoparthenonhostel.com).
3. A \$5.00 processing fee applies to all third-party payments and shall be applied to each separate transaction processed as such. The fee will be added directly to the total amount that is authorized and processed/charged.

Reservations consisting of 8 or more guests are considered a group reservation. The property must book all group reservations directly as additional terms and conditions are applicable. The property can be reached via email at [reservations@chicagoparthenonhostel.com](mailto:reservations@chicagoparthenonhostel.com). A reservation containing 8 guests or more not booked directly with the property is subject to cancellation. No advanced notice or authorization is required to cancel a reservation violating the group reservation policy. A cancellation notice will be provided to the guest upon request.

Only registered guests of the Parthenon Guest House are permitted beyond the lobby level of the property. Non-Guests are not permitted in common spaces or guest rooms.

Dorm rooms are separated by gender. There are no co-ed (male/female) dorm rooms available at this property.

In the case of an error or omission to published rates listed on any authorized website/platform the property reserves the right to correct the rate and/or cancel the reservation booked at the incorrect rate.

The property at its sole discretion reserves the right to modify/update/change/delete any of the terms and conditions as listed and/or add additional terms and conditions at any point without advance notice other than providing the most up to date version of the terms and conditions upon request or by automatic delivery upon confirmation of a new reservation.