



WE STREET HOSTEL

House Rules

El Arenal, Palma de Mallorca

1. Behaviour and Discipline

- We Street Hostel expects all guests to behave properly, comply with these rules, and maintain appropriate decorum throughout the premises.
- Each guest must use only the bed assigned and numbered to them (marked on the bed and on the key provided). Bed changes are not permitted without the express consent of reception. Using a bunk other than the one assigned will incur a charge (see Fines and Charges).
- Smoking is strictly prohibited inside the building (Law 42/2010, of 30 December), including electronic cigarettes and vapes. Smoking is permitted on the terrace and the upper terrace, taking care not to damage the artificial turf.
- For safety reasons, the use of heaters, stoves, candles, or any appliance using combustible or flammable materials is prohibited.
- Eating in the bedrooms and/or storing perishable or strong-smelling food is prohibited, in order to maintain a pleasant atmosphere among roommates.
- Alcohol is permitted for guests of legal drinking age, both in possession and consumption within the establishment. Drugs are strictly prohibited: possession, consumption, and sale are not permitted under any circumstances.
- Between 22:00 and 05:00, smoking or gathering at the entrance or in the vicinity of the Hostel is prohibited, to avoid disturbing the neighbourhood.
- In compliance with Article 3 of Decreto-ley 1/2020 (Government of the Balearic Islands), We Street Hostel expressly informs its guests of the following prohibitions and the penalties for non-compliance: dangerous practices that endanger the life, health, or physical safety of guests are prohibited, such as climbing from one balcony or window to another, or jumping or falling into swimming pools, into the void, or onto any other element (the practice known as “balconing”); any guest who engages in such practices will be immediately expelled from the establishment, regardless of any penalties that may apply, and the Hostel may request the assistance of the local police (a serious offence, punishable by fines of €6,001 to €60,000). Article 6 of the same decree-law (as amended by Decreto-ley 2/2024) prohibits, in the El Arenal/Platja de Palma area, the organisation, advertising, sale, and running of “pub crawls”, as well as the transport or collection of guests to take part in such activities organised by third parties (a very serious offence, punishable by fines of €60,001 to €600,000). Article 8 bis of the same decree-law prohibits the consumption of alcohol in public spaces within this area, except on terraces or designated areas of licensed establishments (a minor offence, punishable by fines of €500 to €1,500). These penalties are imposed by the competent authorities (Government of the Balearic Islands), not by the Hostel, which is solely fulfilling its legal obligation to expressly inform its guests.
- Pets or companion animals are not allowed, except for duly documented and trained guide dogs.
- Guests are asked to maintain an appropriate tone of voice at all times for good coexistence, being especially quiet in hallways, stairwells, and common areas, and refraining from running in them.
- Quiet hours in the dormitories: from 23:00 to 08:00.
- Basic bunk bed rules: do not jump down from the top bunk, use your phone light instead of the main light at night, and do not hang objects from the access ladder.
- The use of headphones is recommended when listening to music or watching videos inside shared rooms.
- Vandalism or the commission of any crime is grounds for immediate expulsion from the Hostel, without prejudice to notifying the security forces.



- Any unacceptable or inappropriate behaviour by a roommate should be reported to the person in charge of the establishment.
- Teachers, group leaders, or those responsible for a group must ensure the good behaviour of their group members, making sure that order is not disturbed and other guests' rest is not interrupted. Each group must have a designated leader who acts as the official point of contact with Hostel staff.
- Guests are not permitted to enter the bar or areas reserved exclusively for staff.
- Photographing or filming other guests without their express consent is prohibited.
- We Street Hostel maintains a zero-tolerance policy toward any form of discrimination, harassment, or inappropriate sexual behaviour toward other guests or staff.

2. Hostel Upkeep

- Guests are responsible for keeping their rooms and the Hostel's common areas (kitchen, lounge, terraces) clean and tidy, and for putting away any utensils they use.
- Guests are provided with a set of bed linen, which they must make and unmake themselves, returning it to reception upon final departure. For stays longer than one week, linen is changed 7 days after arrival.
- Air conditioning, lights, and other electrical appliances must be switched off when not in use. Help us save energy!
- Furniture, including beds, must not be moved without prior permission from the establishment's management.
- Any damage to the property must be reported immediately to the person in charge of the establishment.
- Sticking up posters, stickers, writing, or slogans, or causing any kind of damage to the facilities, is not permitted.
- In the shared kitchen, it is mandatory to wash and put away utensils immediately after use. Personal food stored in the fridge must be labelled with name and date; the Hostel periodically removes unlabelled or expired food, or food belonging to guests who have already checked out, and is not responsible for stored food.
- Maintenance staff, contractors, or any authorised person may enter rooms in the course of their duties, always taking the utmost care to respect guests' privacy.
- The Hostel has a recycling point in the shared kitchen, with separate bins for glass, cardboard/paper, and light packaging. We ask guests to help by correctly sorting their waste into the appropriate bin.

3. Schedules, Check-in, Check-out and Visits

- Check-in from 14:00.
- Guests must present a physical ID card or passport at check-in.
- Payment for the stay must be made in advance, as well as for any extras booked at check-in.
- The maximum stay is 15 days. To request a longer booking, or to renew one once that limit has been reached, guests must ask reception directly.
- Check-out no later than 11:00. Between 11:00 and 12:00 is considered late check-out and results in the loss of the key deposit. After 12:00, if check-out has not been completed, management may apply an additional charge (see Fines and Charges).
- Visits are only permitted in the Hostel's common areas, must always be arranged in advance with the person in charge of the establishment, and must end by 23:00 at the latest.
- For groups with breakfast included, it is served between 08:30 and 10:30, or at the Hostel's discretion, at a partner venue in the area.
- Hours for the use of the terrace, patio, kitchenette, and lounge: 08:00 to 23:00.



- Shower hours: 08:00 to 23:00, to avoid disturbing other guests.

4. Safety and Liability

- We Street Hostel has a 24-hour CCTV and recording system, as well as a security device at reception that can be activated if needed.
- All guests are advised to keep doors locked at all times for safety reasons, both when entering and leaving their room and the establishment.
- The possession and distribution of any type of weapon or dangerous, flammable material is strictly prohibited.
- The Hostel's management is not responsible for the loss of personal valuables (money, jewellery, watches, laptops, mobile phones, etc.); any resulting matter is the responsibility of the guest or group, including any applicable legal liability.
- Guests are required to comply with any health regulations in force set by the competent authorities during their stay.
- Any serious or contagious illness must be reported at check-in.
- In the event of illness or accident, medical services and medication will always be at the expense of the guest or group, including any applicable legal liability.
- Guests under 18 may not stay in shared dormitories. They may only stay in a private room, accompanied by a responsible adult or with written authorisation from their legal guardian.
- Leaning out of windows, sitting on window ledges, throwing objects, or shouting from windows is prohibited. Emergency exits, including windows designated as such, may only be used in a genuine emergency.
- The lift's maximum capacity must be respected at all times. The Hostel is not liable for any damage resulting from improper use.
- We Street Hostel reserves the right of admission and may decline to accept a guest for objective reasons.
- Civil liability for a group's activities or stay always rests with the group leader or with the guests themselves.
- If, for reasons beyond We Street Hostel's control (for example, a closure order from the authorities), the establishment must close, We Street Hostel will not be obliged to continue housing its guests or to cover the cost of their relocation.

5. Review of Rules and Regulations

- The Hostel's management reserves the right to review and amend these rules whenever it deems appropriate. Not being aware of the rules will not be accepted as an excuse in the event of a penalty.
- In compliance with Regulation (EU) 2016/679 (GDPR) and Organic Law 3/2018, of 5 December, on the Protection of Personal Data and the guarantee of digital rights, the guest authorises Beach Club Dique del Oeste, S.L. (Tax ID B57839797) to process, store, and retain in its files the personal data provided. The guest has the right to access the information contained in these files, as well as to have it cancelled or corrected where required. If the guest does not wish to authorise the use of their data, they must communicate this in writing.

6. Non-compliance

- In the event of a serious breach of the Hostel's rules, guests may be evicted immediately, without prejudice to any resulting liability. Grounds for expulsion include, among others: intentional damage or gross negligence in the care of the facilities or common areas, repeated disregard of management's instructions, and persistently uncooperative behaviour.
- In the event of expulsion due to a crime or serious offence, the booking amount will not be refunded.



- Failure to pay for contracted services or amounts owed for the use of the facilities is also grounds for non-compliance and may lead to expulsion from the establishment.
- If a guest fails to check out and their locker contains belongings, the Hostel reserves the right to access it (breaking the padlock if necessary) in order to prepare the room or bunk for the next check-in. Any items removed will be kept in a labelled bag and made available to the guest at reception, free of charge.

7. Suggestions and Complaints

- In accordance with the tourism regulations of the Balearic Islands, the Hostel has official complaint forms available to guests upon request at reception.
- We are always looking to improve, and we appreciate any complaint being made directly at reception.
- Any suggestions or questions are always welcome.
- We would appreciate you letting us know about anything you were not happy with before posting a comment on social media, so we can resolve it as soon as possible.

*SINCERELY,
MANAGEMENT*