



FABRIKA TBILISI X 8 EGNATE NINOSHVILI STR. X GEORGIA / TBILISI / 0102 X

T. +995 322 020399 X F. +995 322 020499 X INFO@FABRIKATBILISI.COM X WWW.HOSTELFABRIKA.COM

Fabrika Hostel Terms & Conditions

These terms and Conditions set out on the basis on which Fabrika Hostel (as defined below) will provide accommodation and other products and services at its property to Customers (as defined below) and Guests (as defined below). By making a Booking (as defined below) the Customer agrees to comply with these Conditions.

Thanks, in advance for devoting your precious time to reading and accepting Fabrika Hostel Term and Conditions and House Rules.

INTERPRETATION

In these Terms and Conditions, unless the context otherwise requires, the following expressions have the following meanings:

“Arrival Date” means the date on which the Customer’s stay at the hostel is due to commence, as per the Booking details.

“Booking” means the reservation by the Customer of accommodation and any other products and services detailed in the Booking which is accepted by Fabrika Hostel.

“Booking Details” means the details of the Booking including the number of Guests, the number of rooms/beds required, the duration of the Guests’ stay at the Hostel and any other products and/or services to be included in the Booking

“Charges” means the charges payable by the Customer in the connection with the Booking

“Contract” means the contract between the Customer and Fabrika Hostel in relation to the Booking

“Customer” means person who makes the Booking

“Fabrika Hostel” means JSC NINO (registered company number 202886127)

“Guests” means the Customer and any third parties they invite to the Hostel in connection with the Booking

“Hostel” means the hostel owned/operated by Fabrika Hostel.

BOOKINGS

Customers can request Bookings via Fabrika Hostel’s website or by contacting Fabrika Hostel’s staff at the Hostel.

When requesting Bookings, Customers will be required to provide identification information including, but not limited to, their name, address, contact telephone number and email address.



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No request for a Booking should be deemed to be accepted unless and until Fabrika Hostel confirms its acceptance and provides a booking reference, at which point the Contract will come into existence.

Fabrika Hostel will use its reasonable endeavours to accommodate any request from the customer to change the booking details but any request to change the dates or length of stay or add products and/or services will be subject to availability and the Customer paying for such increased length of stay and/or products and/or services at Fabrika Hostel standard rates from time to time.

When booking beds in a shared room, Fabrika Hostel will attempt to put people on the same booking in the same room, however this cannot be guaranteed. For such bookings, we recommend contacting the reception in advance to confirm arrangements.

You can only book to stay with us at Fabrika for up to 30 days at any one time. After this period, you won't be allowed to stay at the hostel for the next 30 days, after which you can then stay for a further 30 days. Fabrika Hostel reserves the right to change these time-frames at its discretion

You are welcome to stay if you are over 18. Persons under 18 years of age (minors) may only stay at the hostel if accompanied by a responsible adult (e.g., parent or legal guardian) and provided they book an entire private room or an entire dormitory room

PAYMENT

If not prepaid in full at time of Booking the balance of the Charges must be paid by the Customer immediately upon Arrival at the Hostel. Any additional Charges must be paid either as they are incurred or, at Fabrika Hostel's option, upon the Customer checking out at the Hostel.

Accepted methods of payment are cash or all major credit or debit cards.

CANCELLATIONS

Cancellation policies vary depending on the rate, offer, or promotion booked. The specific cancellation terms applicable to your booking are detailed during the booking process and in your booking confirmation.

For rates that permit cancellation (e.g., 'Flexible' terms), the right of cancellation must be exercised by the time specified in your booking policy (e.g., 1 day prior to arrival, 15:00 local time), unless stated otherwise.

Later cancellation or a No Show will result in charges as specified in your booking policy (e.g., the balance of one-night stay fee and additional service fees, inclusive of taxes).

Bookings made on 'Non-Refundable' or similar promotional terms may not be modified or cancelled. Any sums paid will not be refunded or exchanged.

Online channel bookings (e.g., via third-party websites) are treated according to the cancellation policy stated on that website



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Payments made upon arrival at the hostel are non-refundable, even if the guest decides to shorten their stay.

PERSONAL DATA

The Customer hereby consents to Fabrika Hostel collecting of the Customers personal data such as name, surname, email address, social security number, customer number, address, contact information and details of the bank account number and IP number.

The personal data is used by Fabrika Hostel for the performance of the Contract and for marketing and as a basis of statistics and for Fabrika Hostel product development. Fabrika Hostel has the right to share your personal data with its partners for advertisement and promotion

The personal data may be analyzed and grouped for the selection, prioritization and planning of the marketing of Fabrika Hostel, so-called profiling.

As a customer of Fabrika Hostel, you agree to receive marketing information via mail, telephone, or e-mail and text messages, and other digital channels.

Personal information is disclosed to Georgian authorities only when it is required by law or official order.

HOUSE RULES

During the entire stay at Fabrika Hostel & Suites, all guests are requested to accept our hostel's house rules and act accordingly. Failure to do so can lead to the termination of the contract with the customer.

Fabrika Hostel reserves the right to deny the Customer's admission or ask the guests to leave the Hostel in case they act in such a way that disturbs the normal operation of the Hostel, creates unsafe, illegal or offensive environment.

The Customer is solely responsible for their behaviour and the behaviour of the people they bring on the Hostel property; Guests staying at the hostel will be accountable for any damage or problem created by them or their accompanying people. If necessary, the Guests and accompanying people will be requested to leave the Hostel premises. We are not obliged to specify reasons for the request. In such cases, all Charges will be immediately payable by the Customer.

We are not responsible and do not assume any liability for any bodily harm, theft, loss or damage to any personal belongings. Please use the provided lockers for added safety.

The Guests may be responsible for repairing or replacing any property of Fabrika Hostel that is impaired or mislaid by the Guests.



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CHECK-IN & CHECK-OUT:

Valid photo identification in the form of a Driver License or Passport must be presented upon arrival.

Check in: 3 PM

Check out: 11 AM

We kindly ask you to vacate the room by 11 AM on the final day of your stay. Failure to comply will result in additional charges that shall be paid upon check-out. Late checkout is subject to availability, but can be arranged at the reception at least 24 hours in advance. Additional charges will be applied in the following cases:

50% of the published rate for:

1. Early check-in between 5am and 9 am
2. Late check-out between 11 am and 5:30 pm

Full day published rate for late check-out after 5:30 pm.

KEY CARD DEPOSIT

No deposit is required upon arrival. Please do not lose or misplace the key card during your stay and kindly return it to the front office team at the reception upon check out. A fee of 10 GEL applies for a lost key card.

HOUSEKEEPING

Every room is cleaned daily between 9 am and 6 pm. The housekeeper will knock to alert you of their intention to clean the room.

SMOKING

For the comfort and safety of our Guests- we operate a “non-smoking” policy throughout the hostel. Smoking is permitted in the yard and on the terrace. Non-compliance with this rule will result in a Charge of 200 Gel to the offending Guest(s) account.

NOISE

Please keep the noise down after 12 am , especially in the dormitories, shared bathrooms, roof terrace and hallways.

LONG-TERM LEFT LUGGAGE

Long-term luggage storage is available to our guests for no Charge up to 60 days. Please contact the front desk to make arrangements. Storing of hazardous items is strictly prohibited. While we take utmost care to ensure the security of your property, we assume no responsibility for loss or damage to goods stored with us. Unidentified items or those stored in the luggage room more than 60 days will be appropriated



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PET POLICY

Pets living in Fabrika Hostel & Suites are expected to be well trained and sociable for humans and other pets

- A non-refundable pet fee of USD 20 +18% VAT will be charged per pet, per stay of 3 nights or less.
- For stays longer than 3 nights, an additional fee of USD 20 +18% VAT will be charged every 3 nights.
- All pets must be accompanied by a valid health certificate or pet passport issued by a licensed veterinarian, presented upon check-in, and must be up to date on all vaccinations.
- Pets are only permitted in private rooms with private bathrooms.
- Pets must be supervised at all times and should not be left unattended in the room.
- Guests are responsible for any damage caused by their pets to the hostel property or other guests' belongings.
- The hostel reserves the right to charge a fee for noise complaints.

CLEANING

Please always clean up after your pets. If your cat is staying with you, you'll need to provide a litter box.

If your room requires excessive cleaning, or if damages are incurred as a result of your pet's actions, the hotel may charge for additional services and repairs.

SERVICE ANIMALS

Service animals are permitted in all areas where guests are allowed. Service animal means any dog that is trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. No fee is applied to bringing a service animal but the work or task a service animal has been trained to provide must be directly related to the person's disability.

LOYALTY MEMBERSHIP PROGRAM

1. PURPOSE AND SCOPE

1.1 This Loyalty Membership Program Policy (the Policy) is issued by JSC Nino (a joint stock company incorporated under the laws of Georgia with identification number: 202886127), having its registered address at: Ninoshvili Street N8, Tbilisi, Georgia, and represented by its Director Devi Kituashvili (the Company or the Hostel).

1.2 The purpose of this Policy is to establish the terms, conditions, and procedures governing the Hostel Loyalty Membership Program (the Program). The Policy applies to all guests who participate in the Program.

1.3 This Policy governs the issuance, use, and redemption of membership cards (the Membership Card) and associated benefits. All guests participating in the Program and all employees administering the Program are bound by the provisions set forth herein.



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1.4 By accepting and using a membership card, the guest acknowledges and agrees to all terms and conditions set forth in this Policy.

2. RULES

2.1 Guests can book directly through the Fabrika website or at the front desk to receive a complimentary Membership Card.

2.2 By collecting stamps on each qualifying stay, members may enjoy exclusive perks during future visits.

2.3 The Program applies exclusively to dormitory room categories.

3. MEMBERSHIP BENEFITS

3.1 Members receive one stamp per eligible stay (as defined in Clause 4 below). The following benefits are available to qualifying members:

After 3 stamps, on the 4th stay, the guest may receive a free towel or amenity kit (toothbrush, shampoo, shower gel).

After 5 stamps, on the 6th stay, the guest will receive a complimentary room upgrade (subject to availability).

After 7 stamps, on the 8th stay, the guest is eligible for one free night stay (subject to availability).

3.2 Hostel makes no guarantee or warranty that any particular benefit will be available at any given time. All benefits are offered on a discretionary, non-binding basis and do not create any obligation, contractual or otherwise, on the part of the hostel.

4. ELIGIBILITY AND DEFINITIONS

4.1 The Hostel offers this Program designed to reward Repeat Guest (as described below).

4.2 For the purposes of this Policy, Repeat Guest is a guest who meets all of the following criteria:

4.2.1 The guest returns for a new and separate stay at Hostel.

4.2.2 There is a minimum gap of at least two calendar days between the check-out date of the guest's previous stay and the check-in date of the current stay.

4.3 Guests who extend an existing stay are not considered repeat guests and are not eligible for additional stamps or any Program benefits in connection with such extension.

5. CARD USAGE

5.1 Card usage conditions:

5.1.1 The membership card must be presented at check-in to receive stamps or to request the redemption of any available rewards.

5.1.2 Membership cards cannot be shared and can only be used by the registered guest. Any misuse will result in the card being voided.

5.1.3 Lost, stolen, or damaged cards cannot be replaced, and collected stamps cannot be restored.

6. BENEFIT CONDITIONS

6.1 Benefits must be claimed during the eligible stay upon check-in and cannot be exchanged for alternative services.

6.2 Complimentary night stays and room upgrades are strictly subject to availability at the sole discretion of the hostel and require advance reservation.

6.3 Certain rewards may be restricted during peak periods, holidays, or special events.

7. VALIDITY

7.1 The Membership Card is valid for one year from the date of the first stamp.

7.2 The Hostel reserves the right to modify or terminate this Program at any time without prior notice.

7.3 As an exception, this rule shall not apply to guests who already have this membership card.

8. LIABILITY

The Hostel, its owners, management, employees, and affiliates shall not be liable for any loss, damage, cost, expense, claim, or disappointment of any kind whatsoever arising out of or in connection with participation in, or the use or inability to use, the Program, including but not limited to the unavailability of any benefit, the voiding or expiration of any card, or the forfeiture of any stamps or benefits. Participation in this Program is entirely voluntary and at the guest's own risk.

9. GENERAL CONDITIONS

The Hostel reserves the right to refuse, cancel, or withdraw membership and any associated benefits at any time and without prior notice in cases of suspected misuse, abuse, fraud, or any conduct deemed by the hostel to be inconsistent with the spirit or terms of this Program.

NEED ASSISTANCE?

GOT QUESTIONS?

LET'S TALK!

E: info@fabrikatbilisi.com

