

FAQ and Terms & Conditions

FAQ

1. *free beds berlin* offers private accommodation in shared flats or within families. We provide basic rooms with a bed, a desk and a cupboard. Many of our hosts also offer internet, TV, en-suite bathrooms, balcony or bicycle.
2. You can choose your favorite district in Berlin.
3. Towels, bed-linen and washing machine are provided by the host; therefore you will be required to take care of your own washing powder.
4. The use of the kitchen and kitchen-implements are included.
5. You will be able to book single or double room occupancy at *free beds berlin* if you reached the minimum age of 18.
6. For group bookings, *free beds berlin* can organize accommodation with several rooms or close together situated accommodation.

TERMS AND CONDITIONS

1. To book a room with *free beds berlin* we require a minimum age of 18 years.
2. Rooms have to be booked two weeks in advance to the actual arrival date.
3. By making the booking the guest will commit to a contract with *free beds berlin*.
4. After booking the guest will receive the confirmation of booking within 24 hours as invoice in form of a pdf via email. The invoice is valid without the signature of the guest.
5. The guest is able to cancel the reservation within seven days after booking. However, should the cancellation not be made within the cancellation period no refund will be due to the guest.
6. After receiving the invoice the prepayment has to be made within 8 workdays to the given business account of *free beds berlin*. The guest will be required to confirm the payment to *free beds berlin* via email or fax as soon as the bank transaction was made.
7. As soon as *free beds berlin* acknowledges the prepayment on the business account, the guest will receive an email in form of a pdf with the accommodation details. The remaining full amount has to be paid by the guest in cash to the host on arrival in Berlin within 72 hours after arrival.
8. Any changes or booking amendments need to be made with *free beds berlin* directly. Therefore we require the new booking details to be either sent or faxed to *free beds berlin* at least till one week before the original contract would end. *free beds berlin* will take care of any changes in regards to the accommodation and deal with the hosts as well.
9. In high-season (June to October) *free beds berlin* can't assure to fulfill every desire but we will try our best to satisfy our guests needs. The guest should think about booking early enough.
10. The place of jurisdiction is Berlin.