

**TERMS AND CONDITIONS OF THE YOUTH HOSTELS IN
THE AUTONOMOUS REGION OF MADEIRA**
(Approved by Portaria n.º 178/2018, of 30th may)

Chapter I - General provisions

Art. 1.º (Object)

The present Ordinance establishes the internal rules of all the operations and attribution of fees for the use of the existing Youth Hostels in the Autonomous Region of Madeira (RAM), which are under the tutelage of the Regional Secretary for Inclusion and Youth (SRIJ) and the Regional Director of Youth (DRJ).

Art. 2.º (Youth Hostels)

The Youth Hostels are units that provide accommodation and complementary services, the use of multipurpose rooms and indoor and outdoor spaces in particular for the development of educational, training, sports, recreational, cultural and leisure activities.

Following is the list of the youth hostels that you can find in Madeira:

Youth Hostel of Funchal;
Youth Hostel of Calheta;
Youth Hostel of Porto Moniz;
Youth Hostel of Santana;
Youth Hostel of Porto Santo;
Youth Hostel of Pico dos Barcelos;
Youth Hostel of Montado do Pereiro.

Art. 3.º (Infrastructures)

The Youth Hostels are composed of the following:

- a) Interior common areas namely kitchen, dining room and living room;
- b) Exterior common areas namely garden and car park;
- c) Single room with or without privative facilities;
- d) Multiple room without a private toilet in the mixed, male or female ward;
- e) Multipurpose rooms.

All information about the use of spaces and equipment can be found in the respective areas, any additional information can provide by the reception staff.

Art. 4.º (Clients)

The Madeira's Youth Hostels are available to everyone regardless the age.

Art. 5.º (operating hours)

1. Operating hours (opening, closing and cleaning) schedule of the youth hostels are defined by the order of the Regional Director of Youth, according to the needs of each facility, the information can be found in prominent places of each unit.
2. The DRJ reserves the right to change the normal working hours, adopt a special timetable or close the premises whenever circumstances demand it.

Chapter II
Internal Operating Rules
Section I

**Accommodation reservations, multipurpose rooms
and common areas**

Art. 6.º (Booking)

1. The reservation for accommodation, multipurpose rooms and common indoor and outdoor areas of Madeira's Youth Hostels can be done on the DRJ website, via electronic mail, letter or in person at the Youth Hostel of Funchal.
2. The DRJ may request the payment of a reservation fee, up to the amount of 20% of the amount of the total fees to be applied.

Art. 7.º

(Cancellation or change of reservation by Clients)

1. The reservation change or cancellation can be formally done until 5 days before the arrival date. This way the client is entitled to the refund of the amounts paid by bank transfer or service voucher.
2. Any cancellation or reservation change communicated less than 5 days before the arrival, gives no right to refund.
3. The exception of the above stated is the cancellation or change of the reservation resulting from strikes or delays in transport caused by weather or the kind. Once duly reported, the client is refunded in services or vouchers to be used in a future reservation within a 12 months term.

Art. 8.º

(Interruption and cancellation of reservations by DRJ)

1. The DRJ may at any time interrupt or cancel accommodation reservations or any scheduled activities in the Youth Hostels in the event of social emergency situations.
2. The cancellation referred above implies full refund of the paid amount. The refund can be in services, voucher or value without right to any compensation.

Section II

Accommodation

Art. 9.º (Accommodation Service)

1. The accommodation service includes the use of a bed, common areas such as living room, kitchen, laundry, drying area, sanitary facilities and car park.
2. The assignment of the bed is the responsibility of the DRJ and will depend on the availability of the requested bedroom typology.
3. The Youth Hostels may also be used on an exclusive basis through the payment of specific fees.

Art. 10.º (Check-in)

1. During the check-in it's mandatory to provide the identification document of every client to confirm the age and all data necessary to the process.
2. In collective/group accommodation it is compulsory to have a term of responsibility signed by a representative, becoming responsible for its discipline, how to use and arrange the premises and assets as well as bear the damages that may result of their willful or negligent use.
3. The room can be used from 4:00 pm of the arrival day and the key delivered to the guest after completing all the check-in formalities.
4. Whenever the user is absent from the premises, the room key must be delivered to the reception or to the employee in charge and can not be made available to third parties.

Art. 11.º (Checkout)

1. The checkout must be done before 12:00 (midday) of the day of departure.
2. Staying in the room beyond the stipulated check-out time may lead to additional fees.
3. The settlement of the amounts resulting from the provided services during the stay is included in the checkout procedure.

Art. 12.º (Visits to clients)

1. Visits to resident guests are allowed between 09:00 and 22:00 hours and should occur in common indoor and outdoor areas, being mandatory to inform the employee.
2. The visitors are responsibility of the client and must respect the existing norms.

Section III – Multipurpose rooms and common areas

Art. 13.º (Use)

1. The use of multipurpose rooms and indoor or outdoor common areas is possible upon hourly payment.
2. The multipurpose rooms when available, includes the use of support tables, chairs with clipboard and whiteboard.
3. The common interior and exterior areas includes the access to existing spaces in the respective Youth Hostel unit, namely living room, kitchen, sanitary facilities and car parking if available.

Chapter III Fees, exemptions and reductions Section I Fees

Art. 14.º (Fees)

1. The amounts of fees to be charged for the use of the Youth Hostels are those included in the annexes to this ordinance.
2. The Youth Hostel of Pico dos Barcelos is available for the accommodation of young participants in youth mobility programs and events promoted by the DRJ or by entities with intervention in the youth field, no fees are charged for their use.
3. The fees are set according to the typologies and characteristics of each Youth Hostel and the respective periods and conditions of use.
4. The fees to be applied under this Regulatory Ordinance, are exempt from value added tax (VAT) under the terms of no. 7, of article 9, of Law no. 102/2008, of June 20.
5. The fees charged under this Ordinance, constitute revenue of the DRJ and shall be delivered to the competent treasury services of the Regional Government.
6. The fees are updated by Joint Dispatch of government officials in the areas of Finance and Youth.

Art. 15.º (exemption of fees)

1. Youth organizations enrolled in the Regional Register of Youth Associativism (RRAJ) are exempt from fees for the use of multipurpose rooms and common areas in the Youth Hostels to carry out activities and projects within the scope of their mission.
2. The employees of the SRE and the services under its dependency are exempt from the fees established in this decree, in case of

travel in service in which it is necessary to ensure the accommodation.

3. The exemptions referred to in the previous item, are conditioned to the existing availability at the requested Youth Hostel.

Art. 16.º (Youth Card)

The clients with the youth card, benefit from an immediate reduction of 20% on the rates established in this ordinance.

Art. 17.º (Payment conditions)

1. The payment of the fees of the Youth Hostels services, can be made by bank transfer, ATM, check or cash, under the terms indicated in each of the Youth Hostels.
2. The payment of the fees for the use of multipurpose rooms as well as indoor and outdoor common areas is made prior to their use.
3. The payment of the accommodation of clients or private for-profit should be done in full before the check-in.
4. The payment of the accommodation of non-profit private corporations is made within 60 days from the date of issue of the respective invoice upon check-in.
5. If private non-profit organizations wish to use the Youth Hostels, must first resolve the pending invoices.
6. Public entities or other legal persons governed by public law, must submit their request, up to the date of the service use or check-in.
7. In social emergency situations, public entities must submit the requisition within 30 days of the check-in.

Art. 18.º

(non-payment of fees)

1. If the users or entities responsible for paying the fees do not voluntarily resolve within the established time limits in this Order, will be unable to use the Youth Hostels until the day debt is settled.
2. The due fees may be obtained by coercive collection, in accordance with article 179 of the new Code of Administrative Procedure.

Section II Exemptions and fee reductions

Art. 19.º (Exemptions)

They may be exempted from payment of fees:

- a) The SRE or its services, in actions, activities, events or projects promoted separately or in conjunction with other public or private non-profit entities which are considered of public interest, namely in the educational, cultural, social, youth and sportive area;
- b) The DRJ, in actions, activities, events or projects promoted alone or in conjunction with other public or private non-profit

entities, provided they are aimed at implementing governmental public policy in the youth and sport area;

- c) Public and private non-profit entities in initiatives whose object is clearly of youth interest;
- d) The competent public entities namely in the social and accommodation area in cases of social emergency;
- e) Young people who develop projects of youth interest in groups or individually.

Art. 20.º (Reductions)

1. The fees may be reduced, as set out in Annex IV, which is an integral part of this Ordinance, for the following entities:
 - a) Youth Organizations, on behalf of the Juvenile Associativism Act;
 - b) Public or private educational establishments;
 - c) Federations, associations and sports clubs;
 - d) Public or private non-profit entities;
 - e) Travel agents and tour operators;
 - f) Young people who develop or participate in projects of youth interest, individually or in groups.
2. For stays of more than 30 consecutive days, provided that the reason for the stay is related to training, namely, professional internships, research work, attendance of classes, provision of tests and participation in long-term youth programs and projects. All entities referred to in number one, with the exception of travel agents and tour operators, may benefit from a reduction in the rates applied to the accommodation.
3. Promotional campaigns for the use of the Youth Hostels may also be implemented focusing their profitability, through an Order of the Regional Director of Youth.

Art. 21.º (Request for exemption or reduction)

1. Interested parties may request exemption or reduction of fees, by completing a form available on the website of the DRJ, duly supported at least 10 working days before the date of use/performance of the activity.
2. In cases duly justified and accepted by the DRJ, the interested parties may request the exemption or reduction of the fees, in a term inferior to the one mentioned in the previous number.

3. Requests for fees reduction or exemption is conditioned to the absence of debts of the interested parties to the DRJ.

Art. 22.º (Competence)

The competent authority for assessing applications for exemption or reduction is:

- a) Regional Director of Youth, when the amount of the fees to be applied does not exceed the maximum amount of € 5,000.00 per year for the same entity;
- b) Secretary for Inclusion and Youth (SRIJ) on proposal of the DRJ, when it exceeds the amount stipulated in the previous paragraph.

Chapter IV

Rights and Duties of Clients

Art. 23. º (Rights of Clients)

The clients of the Youth Hostels are entitled to the following:

- a) Enjoy all services, facilities and equipment once all fees are paid;
- b) Visit all areas of free access;
- c) Obtain information about the provided services and the internal rules of operation.

Art. 24. º (Duties of Clients)

1. The clients of the Youth Hostels have the following duties:
 - a) Comply with the norms established in the present ordinance and other internal norms of operation;
 - b) Comply with employee guidance;
 - c) Maintain silence between 00:00 and 07:00 hours, in the indoor and outdoor common areas and in the rooms;
 - d) To use with prudence the facilities, spaces and equipment and utensils that integrate the Youth Hostel, under penalty of being able to be responsible for the losses and damages caused as well as for the improper or negligent use that can be made by their own or their visitors;
 - e) Inform employees of any anomalies, breakdowns or damages that occur during their stay, namely in equipment, utensils, movable goods or on the premises;
 - f) Dispose of trash in appropriate containers and ecopoints;
 - g) Keep indoor and outdoor common areas clean and tidy after use, replenishing furniture, equipment and utensils;
 - h) Respect other users and employees of the Youth Hostels;
 - i) Maintaining order, not practicing disturbances or acts of violence;

2. The clients of the Youth Hostels cannot eat or drink in the rooms, nor smoke in any interior space.

Chapter V

Limitations on the use of Youth Hostels

Art. 24.º (Suspension or cancellation of use)

1. The use of the Youth Hostels may be suspended or canceled unilaterally and immediately by the DRJ, in the event of any of the following situations:
 - a) Serious breach of the rules contained in this Order and of the internal operating rules;
 - b) Failure to pay the fees when due, beyond the period established for the purpose;
 - c) Damage caused to the premises by willful or negligent use, as long as they are not financially covered by the responsible entity or person;
 - d) Practice of acts that cause disturbances;
 - e) Use for different purposes than those for which has been made;
 - f) Use by users or entities other than those authorized.
2. In the cases mentioned above, the DRJ reserves the right not to return the amounts paid, depending on the seriousness of the situation.

Art. 26.º (Interdiction)

1. Users and / or entities that do not comply with the norms foreseen in this Order for a period of one to twelve months may be prohibited from using the Youth Hostels temporarily, taking into account the seriousness of the acts practiced, the existence of fraud and previous damages.
2. The interdiction is decided by order of the Regional Secretary for Inclusion and Youth (SRIJ), on proposal of the Regional Director of Youth.

Art. 27.º (Restricted access to animals)

Pets are not allowed inside the facilities of Youth Hostels, except guide dogs.

Chapter VI

Exclusion of liability

Art. 28.º (Clients personal assets)

1. DRJ is not responsible for situations of theft, loss or damage caused to the personal property of the client or his visits.
2. Personal property that is forgotten or abandoned on the premises after the checkout, is kept by the respective Youth Hostel for a maximum period of 30 days and can be returned by those who prove to be their owner.

Art. 29.º (occurrences)

The DRJ is not responsible for personal accidents that may occur during the period of stay or use of other facilities of the Youth Hostels.