

Indy Hostel Group Rental Policies

We are excited about hosting your stay here in Indianapolis. The policies outlined below are created to ensure your stay here exceeds your expectations.

Deposit

A 50% deposit is required upon reservation. The Remaining 50% is required one month prior from date of arrival. Please see 'Cancellation Policy' for more information.

Cancellation Policy

Should cancellation of the rooms become necessary, the Indy Hostel must receive cancellation notification 1 month prior to check in date. If a cancellation occurs after that date, the refunding of any deposit or moneys received, as prepayment will be made at the discretion of the Indy Hostel.

Arrivals and Departures

Check in begins at 3pm EST and check out is 11am EST. These times can be adjusted with pre-approval from booking staff.

Group Leader

Each group will have a 'Property Liaison' whom which we communicate with throughout the lodging experience. The leader must be available to our staff in case of any accident or problem.

Tax Information

Taxes at the Indy Hostel are 7% Sales Tax and 10% Innkeepers Tax. If you are a tax exempt entity please notify us and provide us with your tax ID#.

Quiet Hours

If you have not reserved the entire property quiet time is at 10:00 P.M. until 10:00 A.M. If you have reserved the entire property you can create your own quiet times however we do ask that you respect our neighbors when outside late in the evening.

Damages

Any damages to the property, furnishings, or fixtures will be billed to the group at replacement value costs. Please respect our property.

Housekeeping

Should our housekeeping staff find a room unmanageable due to misbehavior, the hotel may choose to charge for any damage or extra cleaning fees that may apply.

Portage

Baggage handling is the responsibility of guests and representatives of the guests.

Guests of Guests

If you have not reserved the entire property we can only allow your guests who are staying with us to be on property. Additionally if you didn't reserve the entire property we have the right to book the additional rooms unused by your party. All this will be discussed upon making your group reservation.

Check Out Policy

When leaving the property your 'Property Liaison' should work with staff to ensure that the property is in sound condition and that their group experience was more than expected.