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B2B FAQ

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Is there a minimum group size?

Yes, the minimum group size starts at 10 persons, but depends on the requested/offered accommodation. To guarantee our group rates we usually ask for groups of at least 15 people.

For package deals an individual minimum group size will be determined depending on the number of participants.

Where do I find information regarding general booking restrictions?

On our rates list. Age restrictions and minimum length of stays for our main accommodations are listed here as well as general restrictions.

Are breakfast, towels and linen included?

Breakfast is always included in our rates unless an offer excluding breakfast is specifically requested.

For linen and towels, please check our rates list. All essential services and rates are listed here for the properties. Should you have received a detailed offer you will also find this information in the offer under the section 'additional services'. This information will also be added to your booking confirmation.

Meals: Where do I find information on which accommodations offer packed lunches / evening meals and the rates?

On our rates list. All essential services and rates are listed here for the properties. Should you have received a detailed offer you will also find this information in the offer under the section 'additional services'. Additional meals and services should be requested up to 4 weeks prior to arrival.

What is the difference between options, provisional bookings and confirmed bookings?

Option: An offer, for which availabilities are guaranteed for a specific time frame. An extension can be requested. The blocked beds will be released without notice should we not have received feedback by the end of the deadline.

Provisional booking: A great opportunity to secure availabilities without having to extend the option deadline in case you group needs more time to decide or you're still collecting deposits. We're tentatively booking the group in and set a specific date with you by which we will check whether the group has confirmed.

Please note we only accept provisional bookings if the group is planning on booking but needs more time before confirming officially. Dates and accommodation shall not be changed anymore.

Conf. bookings: Fixed booking after the client confirmed the reservation.

Room Size: What room sizes/types are being booked for my group?

In general we don't book specific room types/sizes, but room categories (such a multi-bedded rooms). On the rates list you can find the general room sizes of our accommodations. In addition to the rate list, if we send you a detailed offer you can find information on the maximum room size under the accommodation name.

Confirmation/Invoice: When will I receive the booking confirmation?

As soon as you confirm a group, we send the booking request to the accommodation and ask for a booking confirmation. As some hostels/hotels (especially the bigger chains) are very busy themselves this can take some time, sometimes 2-3 weeks. Without this confirmation we are unable to send a confirmation ourselves.

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Is it possible to add students to a booking?

We can request additional availabilities. Please note that we can't guarantee extra beds unless we book them in.

Rooming: Can you send me the rooming / room allocations?

Rooming will be sent out **with the travel documents** once we received all relevant group information (name list, city tax, dietary requirements, meal times, arrival/departure times, etc.).

Most importantly we need the correct and up-to-date gender breakdown for the room allocations!

Travel documents will be sent approx. 1-2 weeks prior to arrival. Please note the room allocations are not always being provided in advance by the accommodation and are subject to change and cannot be guaranteed prior to check-in.

Do our groups have to pay city tax and a key deposit?

This information can be found on our confirmations. Should it not be mentioned there, then it does not need to be paid.

For Berlin we provide a template form with which our groups can be exempt from city tax. It can be re-used so there is no need to request it for each group.