

# F.A.Q

*First time at never@home Cape Town? Check out our frequently asked questions below:*

**Q. WHEN CAN I CHECK IN?**

A: Our reception is 24 hours. You can check in from 14h00 until late.

**Q. WHEN DO I NEED TO CHECK OUT?**

A. Check out time is at 11h00.

**Q. HOW OLD MUST I BE TO MAKE A RESERVATION?**

A. You need to be at least 16 years of age to reserve a bed in a dormitory. Everyone who checks in at the hostel needs to present a valid I.D. or passport.

**Q. WHERE IS NEVER@HOME LOCATED?**

A. The best location in Cape Town! We're situated at: 107 Main Rd, Green Point. Local attractions include: the V&A Waterfront, Green Point Stadium, Green Point Park and many great restaurants.

**Q. HOW DO I GET FROM THE AIRPORT TO NEVER@HOME?**

A. When flying into Cape Town International Airport there are three different options:

- a) A shuttle transfer can be arranged. Price varies depending on number of people in the group.
- b) Catch MyCity bus on route A0 from the airport to the Civic Center and onto the Waterfront Station. We are less than a 5 minute walk.
- c) If you are driving from the airport, continue along the N2 towards Cape Town city centre. Exit on on N2 Nelson Mandela Boulevard, CTICC and V&A Waterfront. Continue along Nelson Mandela Boulevard until you reach a set of traffic lights (CTICC will be on your left and the V&A Waterfront on your right). Travel straight across the traffic lights to the next set of traffic lights. Turn right onto Helen Suzman Boulevard and follow road until you reach a roundabout. At the roundabout take the first exit to the left, then turn right at the traffic lights. never@home will be on your left hand side.

**Q. DOES NEVER@HOME CAPE TOWN PROVIDE PARKING?**

A. Yes. We have limited parking on-site at an additional charge. Off street parking across from hostel is available at no charge.

**Q. DOES NEVER@HOME CAPE TOWN SERVE BREAKFAST?**

A. Yes, we serve both hot and cold breakfast daily from 07h00 to 10h30 at our on-site bar and grill, the Randy Warthog.

**Q. DOES NEVER@HOME CAPE TOWN PROVIDE LOCKERS?**

A. Dormitory rooms include secure under bunk lockers for each bed. Padlocks are required and available to purchase at reception. Locker dimensions are: 60cm x 90cm. Twin/double rooms include electronic safes.

**Q. DOES NEVER@HOME PROVIDE TOWELS?**

A. Towels are provided in twin/double rooms. We encourage guests to bring own towels when staying in a dormitory. Towels can be rented and purchased at reception at an additional cost.

**Q. IF I ARRIVE EARLIER THAN CHECK IN TIME CAN I STORE MY LUGGAGE?**

A. Yes, we have a luggage room to safely store your luggage.

**Q. DOES NEVER@HOME CAPE TOWN HAVE WIFI?**

A. Yes we do! We guarantee FREE and fast speeds through our dedicated fibre optic.

**Q. IS THERE A COMMUNAL KITCHEN?**

A. Yes, a communal kitchen is available with cold and dry food storage. Communal kitchen is open from 06h00 until 00h00.