**Dear guests!**

We look forward to hosting you!

In order to be able to offer you an uncomplicated and pleasant stay, we ask you to take into account our

**House rules:**

**Access/Keys**

Upon arrival, you will have received a key that locks both the front door and the door to your apartment as well as the doors to the laundry room.

On departure, please leave the key in the key box in the house next to the front door. For lost or damaged keys, a replacement of EUR 100,-- must be paid.

**Arrival/departure**

On the day of arrival, the rooms are available from 16:00. Arrival should please be by 18:00, or by arrangement using a key safe in front of the front door. In order to ensure a smooth transition between arrival and departure, we ask you to vacate the apartments by 10:00 a.m. on the day of departure at the latest. If you leave later, we will have to charge you for an additional day.

**Billing and payment**

Billing and payment are always made at check-in. Payment can be made in cash or by payment cards (MasterCard, Visa). Foreign currencies are not accepted.

**Cancellation policy**

A booking is a contract of sale. In case of cancellation, late arrival, early departure, cancellation fees will be charged! Every reservation can be cancelled free of charge up to 3 working days before arrival. In case of late cancellation, non-use of the booking and also in case of early departure, we have to charge the total amount of the unused but booked services!

**Apartment**

The apartments are fully equipped with e.g. bed linen, towels, TV, dishes, etc. We ask you to take care of all your inventory, as we will have to charge you for damage caused during your stay.

When leaving the apartment, please close all windows (not even tilt) and external doors.

No room cleaning is included during the stay.

We are happy to provide you with fresh towels and bed linen if requested. These will be made available for you to pick up in the basement.

**Smoking/Open fire**

We are a non-smoking house. It is forbidden to smoke in the apartments. The lighting of candles and other flammable objects is also prohibited in the apartments. In the event of violation, special cleaning costs of up to EUR 200,-- will be due. If a fire alarm is triggered, the guest or group of guests who caused the fire must reimburse the costs of the fire brigade operation.

**Quiet Times**

From 10:00 p.m. to 6:00 a.m., the night's rest applies in all apartments and corridors and the outdoor area. Failure to observe the night's rest can lead to immediate expulsion. We expect respectful interaction with other guests and residents. After 22:00, especially when leaving and returning to and from the apartment, any noise is to be avoided out of consideration for the other guests and neighbors.

**Visitors**

Receiving visitors in the apartments is only permitted in exceptional cases and only with the consent of the house owner until a maximum of 8:00 p.m. External guests who are in the apartments after 8:00 p.m. or even stay overnight will be charged EUR 70.00 per night and person without further notice.

**Animals**

Animals/pets are not allowed.

**Valuables**

We expressly assume no liability for the loss of valuables (especially jewellery and cash). The safekeeping of the cloakroom, technical equipment brought along and the like is also exclusively the responsibility of the guest.

**Parking lot**

Parking spaces can be used subject to availability, but a maximum of one parking space is available per apartment. The use of the parking lot and access (attention, we have a very narrow driveway) is at your own risk.

**Damage/soiling**

In the event of damage to or soiling of buildings, inventory or other facilities, or in the event of loss of the key card or non-compliance with the smoking ban, the damage incurred must be compensated by the person who caused the accident.

Compensation payments must be made immediately.

Theft and intentional damage to property will be reported to the authorities.

In the event of violations of one or more of the above regulations, we are entitled to terminate the accommodation contract at any time without notice. The guest's obligation to pay for the booked overnight stays remains in place.

**Internet**

Wi-Fi internet is freely available throughout the house. The bandwidth is intended for normal use. When using the WLAN, the provisions of data protection and the protection of children and young people must be observed. Violations must be reported. In particular, the use of file-sharing programs and illegal video streaming portals is prohibited.

**Escape route**

The escape route is located in the stairwell. Therefore, please keep the staircase free of any objects, such as shoes, garbage bags, etc.

**Waste disposal/waste separation**

To dispose of household waste generated during your stay, various garbage cans are available in the courtyard. Please dispose of your household waste yourself in the bins provided:

Red lids: waste paper

Yellow lid: plastic and light metal as well as tetra pack

Green bin: organic waste (please no meat, it belongs in the black bin)

Black bin: Residual waste

Please deposit waste glass next to the garbage cans, which will be disposed of separately by us.

**Office:**

If you have any further questions about your stay, we will be happy to help you during our office hours (on site or by phone):

MON-FRI: 10:00 a.m. - 2:00 p.m.

Sat-Sun: 10:00 a.m. - 12:00 p.m.

We wish you a pleasant and relaxing stay

and exciting days in our beautiful City!

Sincerely, Apartments Wirrer