

House Rules and Guidelines for a Pleasant Stay

Dear Guests,

We want everyone to feel comfortable and safe during their stay. To ensure this for all, we kindly ask you to observe the following guidelines. In the event of damages or serious violations, we reserve the right to charge for any resulting costs.

Use of Guest Rooms

No Smoking

All rooms are non-smoking rooms.

If smoking occurs in the room (including e-cigarettes), we will charge for special cleaning as well as any potential loss of revenue if the room cannot be rented out temporarily.

No Cooking in Rooms

Cooking in the rooms is not permitted for safety and fire protection reasons. In the event of odors or damage, we reserve the right to charge the corresponding costs.

Pets

Pets are welcome (by prior agreement).

Owners are liable for any damage or excessive soiling caused by their pets.

Protection Against Water Damage

To protect the building and all guests, we reserve the right to briefly enter rooms if necessary to carry out technical checks or preventive measures (e.g., in case of suspected water damage).

Discreet Assistance

If special arrangements are required (e.g., mattress protection), please inform our reception discreetly. We will of course handle this confidentially.

Care of Furnishings & Equipment

Please treat all furniture and equipment with care. This includes in particular:

- Furniture (e.g., beds, wardrobes, tables)
- Carpets, curtains, and bed linen

- Electronic devices (e.g., TV, telephone, air conditioning)
- Glass items (e.g., mirrors, lamps, windows)
- Bathroom facilities (e.g., sanitary installations, fittings, shower heads)

Please do not dispose of hygiene products or foreign objects in the toilet to avoid blockages.

In the event of damage, heavy soiling, or improper use (e.g., flooding), repair, cleaning, and possible loss-of-use costs will be charged.

If a room cannot be rented out due to damage, the corresponding nights may also be charged.

Public Areas

In the restaurant, bar, lobby, corridors, and elevators, we also kindly ask for respectful use of furnishings and inventory.

Guests are liable for any damage caused (e.g., broken dishes, damaged furniture, soiling).

Intentional damage or vandalism will not be tolerated and may result in immediate termination of the stay.

Consideration & Respectful Behavior

Quiet Hours

Please be considerate of other guests and avoid excessive noise—especially during quiet hours.

Respect

Respectful behavior towards other guests and our staff is always expected. Harassment or inappropriate behavior will lead to immediate termination of the stay.

Departure & Length of Stay

Check-out

We kindly ask you to vacate your room by **11:00 a.m.** on the day of departure. In case of late departure, the room may be cleared by our housekeeping team. Additional charges may apply.

Early Departure

In case of early departure, all booked and confirmed nights remain chargeable.

Reporting Damages

If anything is damaged or not functioning properly during your stay, please inform us immediately.

This allows us to respond quickly and prevent further damage.

We sincerely thank you for your understanding and cooperation.

Together, we ensure a pleasant stay for all guests