



General House Rules

Notfall

In case of emergency (e.g. fire or danger to life), please dial **112**.

Room

Your room will be cleaned at least once a week and towels and linen will be changed. Please allow cleaning staff and hotel staff access to your room at all times. Please put used towels on the floor, they will be exchanged during the weekly cleaning.

Please do not throw any hygiene articles or other objects in the toilets! Hygienic bags and buckets are available in every toilet. In the event of constipation, you must pay for the damage yourself.

Dining

It is forbidden to cook or prepare food in the guest rooms. You can only use the guest kitchen to prepare meals.

Guest kitchen: Dishes and cooking utensils that have been used are to be washed after use and put back in the cupboards provided. Kitchen surfaces are to be cleaned after cooking.

Food and drinks you bring with you can be stored in the refrigerator provided and must be labeled with your name and date. The hotel discards unlabeled or spoiled food. The hotel assumes no liability for food, garbage disposal / laundry washing and drying, or hygiene in the common areas.

Night's sleep, order and security

From **22:00 hrs the night's rest** applies in all rooms, corridors and on the outside area. Any noise should be avoided. Failure to observe the night's rest can lead to immediate eviction from the house. Parties and private gatherings are prohibited at all times of the day. The guest rooms are to be occupied overnight only by the registered persons.

Leaning out of the windows, sitting on the window sills, throwing objects out of the windows or shouting out of the windows is not allowed. Emergency exits may only be used in an emergency. Please note the maximum payload of the elevator. In the event of improper use, the hotel assumes no liability and the costs incurred as a result must be paid directly on site by the person responsible.

Access to the hotel and the guest room is possible with a key, key card or PIN code. Carry the key, keycard or PIN code with you and do not pass it on to third parties. In case of loss there is full liability. We charge € 150.00 for each emergency opening of the room. For security, the public areas are under video surveillance.

Persons not registered with the hotel are not permitted in the rooms or any other area of the hotel. Violation will be punished with a house ban.

Garbage disposal

Garbage is generally to be disposed of daily in the garbage bags provided for this purpose. The prescribed waste separation must be followed. If you have any questions, the contact person at the hotel is available. A distinction is made between residual waste (black bin), recyclable material (yellow bin) and waste paper (blue bin). Waste paper is disposed of without a garbage bag. The garbage cans are in front of the house. If disposal by a cleaning company becomes necessary due to infringement, the person responsible will be charged for this.

Wash & drying laundry

Washing and drying laundry is possible in the washing machines and dryers provided for this purpose. Please only use commercially available detergent for this purpose. Drying laundry on drying racks, clotheslines is prohibited in all areas inside and in all areas outside the hotel. In case of violation, the laundry will be confiscated. If the building suffers moisture damage due to laundry drying, the person responsible is liable for this.

Alcohol, smoking, illegal drugs & weapons

Bringing alcoholic beverages into the hotel is not permitted.

Smoking is strictly prohibited in all areas of the hotel and in the guest rooms. In the event of a violation, the hotel will charge a fee of €250.00 or more. The same applies to tampering with smoke alarms or unauthorized opening of emergency doors. The hotel reserves the right to claim higher damages, e.g. if the hotel is billed for a fire brigade operation or (fire) damage has been caused to the hotel property by unauthorized smoking.

Bringing illegal intoxicants and weapons is strictly prohibited and will result in immediate eviction. In any case, the responsible authorities will be informed immediately.

In case of emergency

The fire alarm is a loud beep. When this sounds, the hotel must be left as quickly as possible. In this case, only the stairs and emergency stairs may be used. The elevator may not be used. The emergency exits are marked accordingly. Escape plans are posted on the room doors and in the corridors.

Damage

If the hotel guests notice damage to the property, building, inventory, furnishings or other parts of the hotel, this must be reported immediately to the hotel contact person within the above times, stating who caused it, so that the damage can be repaired accordingly can become.

It is not permitted to remove existing furnishings from the existing rooms. It is not relevant here whether you are moved within the hotel or even removed from the hotel. Both are prohibited. The polluter is fully liable.

Gross violations of the house rules or the disregard of instructions by the staff will result in expulsion from the house. A refund for already paid services is excluded.

We wish you a pleasant stay!

Your SMARTY team