



ACCOMMODATION RULES

Dear guests, welcome to our Apartments Spessart.

Guest Accommodation

- The Accommodation Rules apply to the temporary accommodation of guests in our apartments.
- On the day of arrival it is possible to enter the apartment usually from 2:00 p.m. or at another time according to an agreement with the responsible staff.
- The accommodation facility may accommodate a guest who is properly **registered**. The registration takes place in the form of an **online check-in**, where the guests themselves fill in their personal data required for accommodation. Without proper registration, it is not possible to accommodate the guests.
- The guests will receive a mobile message prior to their arrival informing them where to find their electronic card, which is used to enter the lobby, common areas and apartment. The cards are located in electronic lockers at the entrance to the building.
- The guest is obliged to vacate the room by 10:00 a.m. on the last day of accommodation, unless another time is agreed with the staff.

Rights and Obligations of Accommodated Guests

- The guests pay for the accommodation upon arrival according to the valid price list. The payment may be made by cash, bank transfer or payment card.
- The accommodation may be used by persons who are free from infectious diseases.
- The guests are not allowed to move equipment, make repairs or tamper with the electrical network or other installations in the apartment. No tampering with the heating, both in the room and in the bathroom.
- In the apartments and in the whole building there is a **STRICT BAN ON SMOKING** (this applies also on the terraces)! It is also forbidden to handle fire in the building in any way, for example to light candles. The use of pyrotechnics in and around the building is also prohibited. **In the event of a violation of the smoking ban, we will be forced to terminate the guest's stay in our apartments with immediate effect on that day without any right to refund. This is a gross violation of the Accommodation Rules.**
- When leaving on the day of the termination of the accommodation the guests are obliged to turn off the lights and hand in their card in the electronic locker with their number. They are also obliged to wash the dishes and put them in their original place, empty the fridge and not leave leftover food in the apartment.
- **Guests are kindly requested to close not only the entrance door to the building but also other doors in the public areas. This is primarily for the safety of guests and their belongings.**



- The operator is not liable for items brought by the guest into the apartment and its associated areas. The operator is not be liable for any damage to the guest's property or theft of items left in freely accessible or unlocked areas of the accommodation facility.
- For safety reasons, it is not advisable to leave children without supervision of adults in the apartment and other areas of the building and its premises. The adult is fully responsible for any damage caused by the child.
- No pets of any kind are allowed to stay in our apartments.
- The apartment is handed over to the guests without any defects. If the guests discover any defect or malfunction during their stay, it is in their own interest to report this malfunction to the staff.
- The guests use the facilities of the apartments only for the purposes for which they are intended and are fully liable for any damage caused intentionally or by negligence. If the apartment is intentionally damaged or soiled to the extent that it cannot be rented again after normal cleaning, the guests will pay the full price for these days in cash or by payment card on the spot in addition to the work required to repair the damage or remove the soiling.
- **Please do not throw wet wipes and feminine hygiene products into the toilet in order to avoid clogging the drains! Thank you**
- The accommodated guest is not entitled to allow overnight stay to persons who are not properly registered for accommodation and have not paid the accommodation price.
- The guests may park their vehicles in a designated area in front of and next to the building. The operator is not liable for any damage to, theft of the vehicles or items in it. The car park is monitored.
- In the time from 10.00 p.m. to 6.00 a.m. the guests are obliged to observe the quiet hours.
- The guests are responsible for damage caused to the property of the accommodation facility in accordance with the Civil Code and other applicable legislation.
- The guests are obliged to comply with the provisions of these Accommodation Rules. In case of a gross violation, the accommodation facility has the right to terminate the guests' stay before the expiration of the agreed period of time.
- We use the sauna only for the purpose of taking sauna sessions. We do not enter the sauna without a staff member of the apartments. In the sauna we follow the Sauna Rules, which we will guide you through before taking sauna sessions.
- The exercise room is freely accessible. However, also here we follow the Exercise Rules, which are on the wall of the room. Please take care for the safety of your own person and other persons during your activity in this room.
- You have also a laundry room at your disposal, where you can find clothes-drying racks, a washing machine and a tumble dryer. Instructions for use are available in several languages located in an information folder. If you still do not know how to use the technical equipment, please contact the staff. The guests are liable for damage and failure to handle the equipment properly.

Thank you for compliance with the Rules and we wish you a pleasant stay in our Spessart Apartments.