

General house rules

Dear guests,

to make your stay at the Hotel Rheingarten even more pleasant, we ask you to read the following house rules and pass them on to all fellow travellers. The hotel staff are authorised to issue instructions to every guest in order to ensure compliance with public order and the house rules.

Handling hotel property

The furnishings in the hotel rooms, as well as the furniture and other furnishings in the entire hotel area, must be treated with care. We would like to point out that any damage caused by you must be reimbursed to the hotel and may be invoiced.

Smoking and naked flames

Smoking is prohibited throughout the hotel (except on the balcony of the room) and is only permitted outside the building. This ban also applies to the consumption of intoxicants. The hotel accepts no liability if a fire alarm is triggered by unauthorised smoking or if the smoke detectors have been wilfully tampered with. The resulting costs for the deployment of the fire brigade or other security services must be paid directly on site. If guests are found to be smoking in the rooms, a **special cleaning fee of € 300.00** will be charged. Furthermore, open fires and the lighting of candles are not permitted in the hotel rooms, stairwells, corridors and sanitary areas. We would like to point out that any damage caused by you must be reimbursed to the hotel and may be invoiced.

Access/keys

At check-in you will receive a room card, which you must use to open the room and building doors. When leaving the room, please swipe the room door. The card must be returned to reception on your departure. If you need a second card, please contact reception. The hotel entrance door is locked between 10:00 p.m. and 06:00 a.m. To enter the hotel during this time, please use the side entrance (residents' entrance) and open the locking system there with your key card.

Reception

Our reception is open from Monday to Friday from 06:00 a.m. to 10:00 p.m., on weekends & public holidays from 07:00 a.m. to 10:00 p.m. We kindly ask you to report any complaints in your room or any inconvenience caused by the hotel staff to reception immediately.

Arrival & departure

Our rooms are available from 03:00 p.m. the day of arrival. On the day of your departure, the room must be vacated completely by 11:00 a.m. at the latest. If, after vacating your room, you still have excursion plans or an appointment for which the luggage you have brought with you is inconvenient, you can leave it at reception. Please note in this

connection that the space at reception for storing luggage is limited and that we accept no liability for loss or damage to your luggage.

Rooms

Our rooms are cleaned daily. Please decide for yourself whether you would like a change of towels by placing them on the floor. For safety reasons, it is not permitted to lean over the balcony parapet. The windows may only be opened to ventilate the rooms. We ask you not to throw anything from the balcony and to observe the applicable night-time quiet regulations. We ask you not to throw any sanitary towels, tampons or other objects into the toilets, as this can lead to blockages in our plumbing systems. We expressly reserve the right to claim damages if this instruction is disregarded and this results in damage to our hotel.

Catering facilities

Our hotel has a breakfast and lounge area.

Use of the Internet

When using our WLAN Internet access, the provisions of the applicable data protection laws and the protection of children and young people must be observed. Violations of these regulations must be reported. We accept no liability for damage caused by failure of the WLAN reception.

Night-time peace, order and safety

Night-time peace must be observed in all rooms, corridors and on the outside grounds of our property from 10:00 p.m. Failure to observe the night's rest can lead to an immediate ban from the hotel. In this case, the guest forfeits his/her right to accommodation and a refund of any fees paid in advance. Irrespective of this, the guest expelled due to the breach of the night's rest must pay for the booked service in full, even if they were unable to start or accept it. Our hotel expects guests to treat other guests, neighbours and staff with respect. After 10:00 p.m., all noise must be avoided when leaving and returning to our hotel out of consideration for the hotel neighbours and other guests. Persons who are not registered in our booking system and are brought into our hotel by guests are only permitted to enter after prior notification at reception. We reserve the right to deny access in individual cases.

Pets

Bringing pets requires the consent of the hotel or its employees. Guests are obliged to register their pets in advance. Pets may only be brought along on condition that they are under the constant supervision of the guest, are free from infectious diseases and do not pose any other danger to the hotel staff or other hotel guests. If you are staying outside the hotel, please do not leave the pets alone in the room. If you leave your pet alone in the room for a short period of time, we kindly ask you to place the do not disturb sign on the outside of the room door to prevent our cleaning staff from entering the room during this time. You are welcome to inform our reception staff at what time the room

can be cleaned. In the event of heavy soiling and/or odours, we reserve the right to charge the cleaning costs. The same applies to damage caused by your pet. Furthermore, dogs must be kept on a

lead in the hotel and on the hotel grounds. If the house rules are disturbed by the animal, the hotel reserves the right to cancel the guest accommodation contract.

Illegal drugs and weapons

Bringing illegal drugs and weapons is strictly prohibited and will result in an immediate ban from the premises. In this case, the relevant authorities will also be informed.

Emergency

Our fire alarm is a loud signal tone. When this sounds, it is no longer permitted to go to the rooms and the hotel must be left as quickly as possible via the signposted escape routes. In this case, only the stairs and emergency staircases may be used; emergency exits are signposted accordingly. An evacuation plan is located on the inside of the room door and in the corridors. Please read the fire prevention instructions posted on the floors carefully and follow the rules and instructions of the staff in an emergency.

Changes to our house rules are possible at any time and can be viewed at reception. We reserve the right to terminate the existing contract and to refuse services to those guests who disregard our house rules and cause damage to the staff, other guests or the hotel through their behaviour.

Thank you for your attention and for observing these house rules.

If you have any further questions about your stay, please do not hesitate to contact us at any time.