

## **Dear Guests...**

**Our apartment is a non-smoking apartment.**

### **arrival and departure:**

The apartment is ready for occupancy from 2 p.m. on the day of arrival. On the day of departure, please leave the apartment swept clean by 10 a.m. (for exceptions, see "Late check-out"). We kindly ask you to put all used dishes back in the cupboards.

### **bathroom**

We ask you to wipe off the tiles and the glass of the shower after showering to avoid limescale deposits.

No hygiene products, rubbish, food leftovers, harmful liquids, fats or similar may be thrown or poured into the shower and toilet.

### **damage**

Nobody intentionally damages things. However, it can happen to anyone that something breaks. If this should happen, we ask you to report the damage to us immediately, so that we do not only notice it after your departure during the final cleaning.

The guest is liable for damage in the amount of the replacement costs (private liability of the guest).

### **laundry**

We provide you with bed linen for the duration of your stay. You do not need to withdraw the bedsheets before you leave. For stays of 14 days or longer, we are happy to change the bed linen in between.

### **payment**

The full rental amount is to be paid in cash before/when moving into the apartment.

### **blankets**

In the apartment there are blankets in the living room. These are only intended for indoor use and the terrace. We ask that you do not use these as picnic blankets.

### **final cleaning**

Unless otherwise agreed, the costs of final cleaning are covered by a flat rate of 60 euros. They are calculated on a normal cleaning effort. The apartment should be left swept clean on departure, please separate the rubbish.

If there is still particularly heavy, unusual dirtiness on departure, this will be charged at cost.

**liability**

The landlord is not liable for valuables belonging to the guest(s).

**towels**

We provide you with towels for the bathroom for the duration of your stay. For stays longer than 7 nights, you will receive a change pack of towels free of charge.

**domiciliary rights**

Under certain circumstances it may be necessary for the landlord to enter the holiday home without the knowledge of the guest.

**pets**

Animals are not allowed in the apartment.

**internet**

A wireless internet connection (W-LAN) is available free of charge in the holiday apartment.

**kids**

Parents are responsible for their children.

On request, we can provide you with a travel cot including bed linen free of charge. Please just let us know what you need when booking. We also stock a high chair and toilet seat adjustment for children.

**kitchen**

If the dishwasher is not fully loaded, please use the short program.

No rubbish, leftover food, harmful liquids, fats or similar may be thrown or poured into the sink.

**termination**

If the rental conditions are violated several times, the landlord can terminate the rental contract unilaterally and the guest must leave the holiday apartment immediately. In this case, there is no right to a refund of the rental price.

**ventilate**

To avoid mold formation, we ask you to ventilate the rooms sufficiently, at least once a day for 5-10 minutes and especially after showering.

**garbage**

Since we are obliged to separate waste, we ask you to help us with this.

-> Packaging material: yellow bin (all packaging with the green dot)

-> paper

-> Residual waste (food leftovers, everything that does not fall under the first two categories)

We provide garbage bags for you.

Please dispose of used glass yourself, you will find glass containers approx. 200 m away (in the garden path).

### **additional costs**

Water, electricity, heating and garbage are included in the rental price. Please use all resources sparingly.

### **parking**

spaces are in the immediate vicinity.

If the guest is provided with a parking space, this does not result in a safekeeping contract.

The landlord is not liable for loss or damage to motor vehicles parked or maneuvered on the property and their contents, except in the case of intent or negligence.

### **price reduction**

There is no entitlement to a price reduction in the event of a short-term failure of furnishings, public utilities or force majeure. Please inform the landlord immediately of any defects in the holiday home. The guest grants the landlord a reasonable period of time to remedy the defects.

### **smoking**

Smoking is strictly forbidden in our holiday apartment. Damage means that we have to charge you for the damaged items at replacement value.

There is a possibility to smoke on the terrace. Please do not dispose of the leftovers on the property, but in the ashtray and after cooling in the residual waste.

### **cleaning**

Should you ever have a mishap, we ask you to eliminate it immediately. Wiping and cleaning materials are available in the utility room.

### **shoes**

We ask that you do not walk around the apartment in street shoes.

### **due diligence**

We ask our guests to treat the rental property with care.

The front door should always be locked. Please also close all windows and the patio door when leaving the apartment.

### **late Check- out**

For a late check-out, ask us about the possibilities and conditions.

### **cancellations**

cancellation of the booking

-> Free cancellation up to 2 months before arrival

-> up to 1 month 50% cancellation fee

-> up to 14 days 80% cancellation fee

We recommend that you take out travel cancellation insurance.

### **terrace and outdoor area**

After use and before departure, please clean the used charcoal grill, clean the grill grate and dispose of the ashes.

Please take the seat cushions for the patio/garden furniture indoors when you are not using them, especially overnight.

### **drinking water**

Our tap water is of drinking water quality. A bottle of treated water from our doctor's office own filter system with reverse osmosis technology is available as a gift (its-wasser.de; Matthias Kunze: pure-vita@t-online.de). You are welcome to refill the bottle from us every day.