

Our house rules

Dear Guests,

Our holiday apartment has only recently been completely refurbished and lovingly furnished so that you will hopefully feel at home and enjoy your stay.

By booking the holiday apartment, you accept the following house rules:

Arrival and departure

The holiday apartment is free from **3 pm on the day of arrival**. Please inform us of your estimated time of arrival prior to travel so that we can organise where and when you are to collect the keys.

Please vacate the apartment **before 10 am on the day of departure**. The apartment must be left tidy and the floors swept. **Dishes must be washed up and put away before departure**; please separate recyclable waste. The beds should be stripped.

The costs for the **final cleaning** are already included in the booking price. They are calculated on a normal cleaning charge. If the apartment is left excessively dirty on departure, additional cleaning costs may be charged.

Bathroom

After use of the shower, **please wipe the walls and door with the squeegee provided, to stop the formation of lime scale**. Sanitary products, waste, food leftovers, corrosive liquids, cooking fats etc. are not to be disposed of in the shower or toilet.

Damage

In the event of any damage, please **notify us immediately** so that we don't just find it during end of stay cleaning. The guest is liable for the full cost of repair or replacement.

Bed linen and towels

We supply **one set** of bed linen and hand and bath towels **per person**.

Payment

The full rental fee is to be paid before or upon entering the apartment. If a down payment has been made, this will of course be deducted and the remaining amount is to be paid in cash.

Skylights and doors

Please ensure that all skylights are shut when leaving the apartment and that the front door is closed.

Liability

We are not liable for guests' valuables.

Domiciliary rights

In certain circumstances (e.g. reading of electricity metre), it may be necessary for us to enter the holiday apartment without the guest's knowledge.

Pets

Pets are not allowed in the apartment.

Information about our region

In the apartment, there are numerous leaflets and brochures with information about our region. Please ensure that you leave them in the apartment at the end of your stay so that they can be used by other guests.

Internet/Wi-Fi

Guests can enjoy free Wi-Fi in the apartment. Please read and **sign** the **usage agreement** available in the apartment before use.

Kitchen

Please use the kitchen equipment and technical appliances with care (instruction manuals can be found in one of the kitchen drawers). Please run the dishwasher on a short programme if it is not fully loaded.

Ensure that crockery, pots and pans, cutlery and appliances are clean before putting them back in the cupboards.

Holiday apartment Saarschleife

Tanja Spath-Nagazi · Odilienstraße 30 · 66693 Mettlach-Bethingen

Hot pots and pans are to be placed on the available mats to protect kitchen worktops and furniture.

Waste, food leftovers, corrosive liquids, cooking fats etc. are not to be disposed of in the sink.

Termination

We may unilaterally terminate the rental agreement in the event of multiple breaches of the terms of hire, in which case the guest must leave the holiday apartment immediately. He or she forfeits the claim to any refund.

Ancillary costs

Water, electricity, heating and bin collections are included in the rental price. The costs are calculated on the basis of standard consumption; we reserve the right to charge the excess amount, should consumption be unusually high.

Parking

There is a parking space in our private courtyard directly in front of the holiday apartment.

Price reduction

In the event of the temporary unavailability of furnishings, appliances or public utilities, or cases of force majeure, no claims may be made for a price reduction. The guest must notify us of any defects immediately and shall grant us a reasonable period of time to provide a remedy. Subsequent complaints are not accepted and cannot be taken into consideration.

Smoking

Our holiday apartment is a non-smoking apartment. We therefore ask you **NOT** to smoke in the holiday apartment. For smoking please use the outdoor patio.

Noise

In the interest of good neighbourly relations, we would be grateful if you would respect quiet hours between 10 pm and 7 am and between 1 pm and 3 pm.

Key

Please keep the key with you at all times. Notify us immediately should you lose it. The guest is liable for the full cost of replacement.

Socket outlets/child-proof socket cover

Most of the sockets in the holiday apartment have child devices, which you only have to **turn** to fit the plug. Therefore, please **do not remove the socket cover** from the socket.

Miscellaneous

Please do not change the settings on appliances such as the TV, fridge, water heater.

Garbage/Waste glass/Waste paper

The waste is separated into residual waste, packaging (yellow sack), glass and paper. Please leave full garbage bags in front of the cellar door (wooden door with glass insert) in the courtyard.

For the disposal of **waste glass/waste paper**, please use the appropriate **containers**, which are located **at the entrance to the village**, from the direction of A8 ("old customs houses").

Cancellations/early departure

We hope that you will not have to unexpectedly cancel your holiday. However, should this be the case, the following cancellation fees apply:

- cancellation until the 45th day before the date of commencement of the rental period: 20 %
- cancellation until the 35th day before the date of commencement of the rental period: 50 %
- after that and in case of non-appearance: 90 %

Should we not receive any prior written or verbal cancellation, the rental fee will be charged in full. No refund will be issued in the event of early departure.

Thank you for your attention!