

**Kein-Hotel.com** The following **house rules/terms and conditions of the holiday flat/ apartment/pension** apply to the addresses:

**OCH1 Margaretha-Helbling-Strasse 16, 97199 Ochsenfurt**

**OCH2 Wartweg 32, 97199 Ochsenfurt**

**OCH3 Strickleinsweg 13, 97199 Ochsenfurt**

**Hauptstrasse 25 from ç 97320 Mainstockheim**

**Dear guests,**

you spend the end of the day or vacation in our private holiday flat/apartment/pension.

We, the operators, have made an effort with the facility and hope that you will spend a wonderful and relaxing holiday/end of work here. If you miss something please let us know.

**With the booking you accept the house rules.**

**1 Subject of the contract:** The

subject of the contract is the operation of the serviced apartments for persons over the age of 21 for tourist purposes and for commuters after work. The practice of the profession (example: cleaning the machines, charging construction equipment with electricity or similar) is not the subject of the contract. Rental form is temporary. A landlord certificate will not be issued.

Parties are not allowed.

You rent objects on a temporary basis from the apartment door to the balcony. We ask for consideration for the permanent residents and neighbors, especially in the Mainstockheim property. If other rooms are needed (e.g. front garden, driveway, etc.), please contact us.

The operator provides service in the apartments at least weekly or depending on the situational needs of the rooms: e.g. lighting the fireplace, heating, etc. For more on this, see point 7 cleaning.

**2 Conclusion of**

**contract:** Our properties can be booked online on airbnb, booking.com, fewo-direkt.de as well as directly (by email).

**In the case of a direct booking:** As soon as we have approved your booking request, the apartment is bindingly booked from this point in time. This also applies to telephone inquiries. The invoice will then be issued stating the payment period (advance payment). The property remains bookable until the invoice amount has been credited to the account specified in the invoice.

**In case of online booking:** the online platforms set their own booking conditions ( fine print ). Only these apply.

In the case of simultaneous bookings "online" and "direct" according to the principle "first come, first serve" is taken and depends on receipt of payment.

**3 Prices:**

The prices stated in the invoice apply. There will be no price reduction if less

Number of people arriving than specified in the booking request. The addition of more guests than specified in the booking confirmation/invoice requires the prior consent of the landlord.

No price adjustment for earlier departure.

For late check-in after 8 p.m., a flat fee of €25 will be charged.

For the "waiting for guest at the object" a fee for standby from 25 € is charged.  
This only applies after a 30-minute waiting time.

For bed linen see invoice.

For towels see invoice.

For laundry service, see our price list (located in the apartments).

For final cleaning see point 7 cleaning.

All prices are gross prices.

**4 Deposit:** Guests receive the **key** for a deposit of €200-1000 (depending on the size of the property and the rental period). The exact amount will be invoiced in a separate invoice after our booking confirmation.

[What is deducted from the deposit?](#)

Loss of the **keys** must be reported immediately and the guest is liable up to the amount of the replacement costs.

**Final cleaning** will be deducted from the deposit. see point cleaning.

Guests are responsible for all costs arising from **damage** they cause to accessories or the rental property itself. As well as for the items they remove from the accommodation. These costs will be invoiced and deducted from the deposit. If the damage is higher, we politely ask for the balance to be settled.

#### **5 Check In:**

When checking in, please present your passport or ID card and fill out the registration form (§29 Para. 2 to 4 and §30 Para.2 BMG). \*due to current events: wearing an FFP2 mask is mandatory for check-in.

Daily government instructions are implemented. Depending on the situation, we can make different (stricter) rules for our property and we will communicate this to you by email.

#### **6 WLAN:** As

the host (owner of the router), we are not liable for your content on the Internet. At check-in, your signature for the release from liability is required for the use of the WLAN. The guest then receives the password for internet use. As we can only provide limited use of the internet, we ask that you use it in moderation so that it is possible for all guests.

#### **7 Cleaning:** The

guest **is** responsible for cleaning the **kitchen** during their stay . During the week we dispose of the garbage, clean the floor, bathrooms, dusting, airing, fill the dishwasher with salt and rinse aid, repair inventory, fire up the fireplace, etc. - as needed =

=**Service** is included in the price of the overnight stay.

We also provide an initial supply of consumables (washing-up liquid, tabs, soap, dishcloths, tea towels, toilet paper), which we will not replace.

The handover of the apartment (except for the kitchen) upon check-out is carried out by the guest **in a clean swept state**. However, the kitchen will be handed over to us **cleaned** . Please see point 8 kitchen.

We carry out the **final cleaning** personally. Actual time spent will be deducted from the deposit at €35 per hour. Empirical values are between 3 and 16 working hours (size in square meters, dirt, damage play a role).

### **8 Kitchen:**

Please note and comply with the following: • Frying on the

hob is prohibited due to the risk of fire. We'll provide you with one

Fryer available if you want to deep fry

- Butcher-like activities are not permitted, such as: killing and cutting up animals

- Please put crockery, cutlery, pots, etc. back in the cupboards **only if they are dishwasher-** clean • Please clean the microwave, oven and hob after each use • We ask you to save water and electricity, use the dishwasher (if available) to be preferred.

### **8 garbage:**

Please separate the garbage as follows:

Yellow bag: plastic and metal without food Glass

box: glass Brown bin: organic waste (no meat, no bones)

Residual waste (black bin): all other waste (bones, meat, sausages, etc.)

Blue paper bin: paper, newspaper, cardboard.

Disposing of the returnable jar (part of the final cleaning): If you don't manage to take it away yourself, please talk to us about it: see point 7 paragraph final cleaning .

### **9 To the smokers: Smoking**

is **not allowed** in our apartments . Damage such as burn marks, burn holes, burned inventory will be charged.

We will be happy to assign you an outdoor smoking area. **10**

**Bathroom:** Please only use the toilet for going to the toilet.

Never dispose of hygiene products (sanitary pads, tampons, wet wipes, etc.), oil or leftover food down the toilet.

A separate waste bin (residual waste) is available for this purpose in the bathroom or kitchen.

Bathroom without window needs your attention: please ventilate with the door open as long/ as often as possible (e.g. when you leave the apartment and at night). **11 Quiet times:** In the interest of being a good neighbor, we ask you • after 8 p.m. - room volume

- from 10:00 p.m. to 7:00 a.m. the night rest

## **12 Duty of care:** Please do

not wear street shoes, work shoes, work overalls or work clothes in the apartment.  
Please wear slippers consistently.

Windows, awnings and doors must be closed when leaving the apartment in order to avoid damage caused by storms. **Energy crisis** : When leaving the apartment, please make sure that all lights are switched off and the radiators are set to level 2! This is your contribution to sustainable management. Thanks! **13**

**Damage:** Tenant is liable for all damage that occurs after check-in to the inventory or to the rented property itself, even if this damage was caused by his renters/employees. Damage will be invoiced and offset against the deposit: see point 4

## **14 Liability**

The landlord is not liable for the valuables of the guests.

## **15 House rules**

The operator is entitled to enter the objects in the event of imminent danger.

## **16 Pets** Pets are

not allowed in the apartment. Please inquire about exceptions.

## **17 heating**

Apartments OCH1, OCH2 have central heating, which the property management controls independently. OCH3 (heat pump powered by electricity) control the public utilities. Here and in Mainstockheim, the heating process is something like this: During the day, the maximum temperature is 22°C. From 11:00 p.m. the heating is reduced to 18-17°C. From 05:30 the heating starts up again. Manipulating the controls on the wall is not allowed. If you work at night, please contact us so that we can reprogram it.

## **18 Washing machine & dryer** This is

available for use (for a fee) for your everyday clothes if you stay with us for more than 7 nights: Costs for WM & dryer are not included in the overnight price. A price list is available.

If you want to wash your work clothes, please visit this link with the list of laundromats in Würzburg:

<https://www.wuerzburgerleben.de/2019/04/05/map-waschsalons-wuerzburg/> These are open from 6 a.m. to 9 p.m. 24/7.

## **19 Complaints: We do our best for you!**

We see your complaint as an opportunity to constantly improve and thank you for that. Please keep the form of the complaint. Verbal attacks, defamation, insults to the host team or guests will result in termination without notice.

**20 Cancellation by guest** for direct bookings: If you want to cancel the booking, cancellation fees may apply. The height

this depends on how early the cancellation was made before check-in. If we have succeeded in renting the apartment to someone else at short notice , we will deduct the sum of the other rental from the cancellation fee as a gesture of goodwill.

### **21 Cancellation conditions** for direct bookings:

Cancellation conditions are formulated specifically for your booking request and depend on: Check-in date Check-out date Situational demand (season vs. out of season).

### **22 Termination** If

these house rules are violated, the operator can terminate the contract without notice for good cause. The guest then has to leave the apartment immediately. In this case, there is no right to a refund of the rental price.

If you have any questions, please do not hesitate to contact us. We **wish you a pleasant stay!**

Your host \_\_\_ Larisa Buga \_\_\_\_\_  
Dipl. Univ. economist

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