

# HOUSE RULES



Dear guests,

In order to ensure that we can make your stay in our hotel as pleasant as possible, we would like to request that you pass on these regulations about appropriate behaviour in our hotel to your fellow travellers as well..

**1. ARRIVAL AND DEPARTURE** The rooms are available for check-in from 3:00 PM on the day of arrival. On the day of departure, rooms must be vacated by 10:30 AM non the day of departure. Outside of these times, a free luggage storage room with lockers is available, subject to availability.

**2. KEY CARD** The hotel issues each guest with a key card. These are to be collected and returned to reception by the group leader on departure. There is a fee of € 6.50 for lost key cards, which must be paid directly at the hotel.

**3. GROUP IDENTIFICATION** We will distribute wristbands to the group leader upon arrival. These allow our staff to identify hotel guests and group members. These wristbands must be worn during the entire stay.

**4. BEDS AND TOWELS** Please note that towels are only provided free of charge in our single and double rooms. If you will be staying in a multi-bed room, please bring your own towels with you. Alternatively, you can borrow a set of towels at reception for a fee of € 4.50.

**5. ROOM INVENTORY AND DAMAGE** Guests shall be liable for inventory damage and extreme dirt or stains caused by negligence. If no individual in a group can be identified as being responsible for the damage, the group shall be held jointly and severally liable. Damage not caused by the group itself must also be reported to reception immediately.

**6. HOUSEKEEPING IN THE ROOMS** Unless otherwise agreed, only the rubbish bins will be emptied and the bathroom cleaned during your stay in our multi-bed rooms. Please notify reception if you require any additional cleaning. For extreme and unusual dirt or stains, we will charge an additional cleaning fee of up to € 150.

**7. NO-SMOKING RULE** Smoking is strictly forbidden throughout the hotel. If this rule is violated, the aletto Hotel shall be entitled to claim damages from the guest for the resulting cleaning costs, including a charge of €150.00 to cover any loss of revenue due to room not being available to other guests. The amount of damages claimed shall be increased if the aletto Hotel is able to prove a higher amount of damages.

**8. FIRE PREVENTION** The fire prevention regulations must be observed – see separate notices posted in the hallways and rooms. Please report any damage or disturbances to reception immediately. Please inform yourself about the fire safety rules, the handling of fire extinguishers and the location of escape routes.

The aletto Hotel is equipped with smoke detectors with a direct connection to the fire brigade. If the fire alarm is triggered due to negligence or malicious intent, which automatically deploys the fire department, the costs (approximately € 2,000 per deployment) will be charged to the respective group or room.

**9. USE OF THE LIFT** The maximum load of the lifts must be observed at all times. The hotel cannot accept any liability for improper use. Any costs incurred from such use shall be paid immediately at the hotel.

**10. QUIET HOURS** Quiet hours must be observed in all rooms, in our corridors and in the outdoor areas of our property between 10 p.m. and 6 a.m. Failure to observe the quiet hours may lead to an immediate ban from the hotel. Expelled guests forfeit their right to accommodation and a refund of any fees paid in advance. Irrespective of this, any guest who has been expelled for failure to observe the quiet hours shall pay the cost of the booked services in full, even if they were unable to make use of these. Guests of the hotel are expected to behave respectfully towards other guests, residents and staff. Out of consideration for neighbours of the hotel and other guests, anyone leaving or returning to the hotel after 10 p.m. must do so as quietly as possible.

**11. FOOD AND DRINK IN THE HOTEL** Our generous breakfast buffet offers you a wide selection to get your day off to a good start. However, guests are not permitted to take food from the buffet to consume later on during the day. If you would like food for the rest of the day, we are happy to offer you packed lunches to take away. Please speak to our staff at the reception in advance so that we can prepare your packed lunch as you like it. You may consume your own food in our public areas at any time. Please avoid consuming meals/fast food in the rooms.

**12. ALCOHOL, WEAPONS AND DRUGS** It is forbidden to bring alcoholic beverages, weapons, prohibited items and illegal substances into the hotel. Violation of this prohibition entitles aletto Hotel to terminate the accommodation contract immediately and without any refund.

**13. COMMERCIAL FILMS AND PHOTO SHOOTS** Commercial films and photo shoots in the hotel, on the rooftop terrace and in the outdoor area of the hotel are only permitted with the written approval of the hotel management.

**14. VISITORS** Non-hotel guests must be registered at reception. Visitors may only use the public areas of the hotel after 10 p.m. If these rules are violated, all parties involved shall be banned from the hotel immediately.

**15. VIOLATION OF THE HOUSE RULES** In the interest of maintaining public order and enforcing the house rules, our employees are authorised to ban any guest from the hotel. We reserve the right to terminate the existing contract immediately if a guest disregards the house rules and their conduct causes damage to the hotel or harm to other guests.

If you have any questions or remarks, our reception staff is available to assist you 24 hours a day. Furthermore, you are required to comply with the General Terms and Conditions of aletto Kudamm GmbH – these are available for download at **[www.aletto.com](http://www.aletto.com)** or they can be requested from the hotel staff.

We wish you a pleasant stay!

**The aletto team**

I have read and acknowledged the above house rules.

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Date/signature of group leader