

## HOUSE RULES

**Dear Guests,**

to make your stay at Adapt Apartments as pleasant as possible, please observe the following House Rules and pass them on to fellow travelers. These House Rules are generally applicable.

### **1. Reception**

The reception is staffed Monday – Friday from 8:00 AM – 11:00 AM & 2:00 PM – 8:00 PM, and Saturday/Sunday from 8:00 AM – 4:00 PM. If you have any questions, our staff is available to provide advice and assistance during these opening hours. Please always treat our employees with respect. Our staff is also responsible for maintaining public order and the house rules and has the general authority to issue instructions.

### **2. Apartments**

On the day of arrival, rooms are available from 4:00 PM. On the day of departure, rooms must be vacated by 11:00 AM unless a late check-out has been booked. This service is subject to availability and can be booked for €35.00. Please note that burning candles of any kind in the apartments is strictly prohibited. All our apartments are non-smoking apartments.

### **3. Catering (Airport Hotel)**

The breakfast buffet is open Monday to Friday from 6:00 AM to 10:00 AM and Saturday, Sunday, and public holidays from 7:00 AM to 11:00 AM. We ask that you leave the breakfast room no later than 30 minutes after closing. Taking food and drinks from the breakfast room is not permitted unless the hotel expressly allows it. This can be arranged for an additional fee. The consumption of food and drinks brought from outside is prohibited in the restaurant, at the bar, or on the terrace.

### **4. Pets and Mutual Consideration**

- **Leash Requirement:** In all public areas (lobby, hallways, stairwells, elevators), dogs must be kept on a short leash.
- **Muzzle Requirement:** For dogs classified as dangerous, a strict muzzle requirement applies in all common areas in addition to the leash requirement.
- **Hygiene:** Furniture, beds, and textiles in the apartments are not intended for use by animals. Any soiling in or around the building must be removed immediately by the owner.
- **Supervision:** Animals may not be left unattended in the apartments if this results in a disturbance of peace (e.g., barking) or poses a risk to the furnishings.

- Service: Subject to prior request and availability, we are happy to provide special accessories (e.g., bowls).
- Liability: The guest confirms the existence of liability insurance and is liable for all damage caused by the animal.

## **5. Night Rest, Order, and Safety**

From 10:00 PM, night rest must be observed in all apartments, hallways, and on the entire grounds of the apartment complex. Any noise should be avoided. Failure to comply with the night rest policy may lead to immediate expulsion from the premises. Respectful behavior towards other guests, our staff, and our neighbors is expected. Guests are not permitted to lean out of windows, sit on windowsills, throw objects out of the window, or shout/sing out of the window. Entering or exiting through a window is also prohibited.

Persons not booked in the apartments are only granted access to the rooms after prior registration at reception. In individual cases, staff may refuse access.

Smoking (including e-cigarettes) is strictly prohibited in all areas of the apartment complex. In case of a violation, a fee of €250.00 will be charged. The same applies to tampering with smoke detectors or unauthorized opening of emergency exits. Open fires and lighting candles are not permitted anywhere on the property.

Additional costs incurred for emergency services or damage to company property may be charged to the guest if these are due to unauthorized actions.

## **6. In Case of Emergency – Fire Alarm – Stay Calm!**

- Pay attention to the alarm tone: When the fire alarm sounds (continuous, loud signal), stay calm.
- Do not panic: Hectic reactions endanger you and others.
- Report the location of the fire (if known): Immediately inform the house staff (030/67892980) or the fire department (112) about the exact location and extent of the fire (if it is safe to do so).
- Use escape routes: Leave the building immediately via the marked escape routes (stairwell, emergency exits). Do not use elevators!
- Go to the assembly point: Proceed to the designated assembly point outside the building and wait for further instructions.
- Inform neighbors: Knock on doors on your way out and inform your neighbors.
- No return to the building: Under no circumstances should you re-enter the building until the fire department has given the all-clear.

### **Important Notes:**

- Familiarize yourself with the escape routes and assembly points.
- Keep escape routes and stairwells free of obstacles.
- Fire department emergency number: 112

## 7. Miscellaneous

In all other respects, the General Terms and Conditions apply, which you can download from our website or obtain at reception. Guests are obliged to follow the House Rules and the T&Cs, to behave respectfully towards other guests and staff, and not to obstruct normal operations. In the event of disturbances to peace and order on the grounds of the apartment complex, guests are obliged to follow the instructions of the staff so that de-escalation can be achieved. We reserve the right to expel guests from the apartment grounds or refuse access in the event of violations of the above rules.

Thank you for your attention and for complying with these House Rules. If you have further questions regarding your stay, you can contact us at any time.

Persons who violate the House Rules may be refused further stay and, if necessary, be banned from the premises (Hausverbot).