House rules

Welcome to BillHills!

We are delighted to welcome you. To help make every guest's stay pleasant, safe and relaxing, please observe the following rules.

1 Your stay and arrival

Your apartment is provided on a daily basis for the period booked. Different check-in or check-out times must be agreed with us in advance.

Check-in	Check-out	Quiet hours
from 15:00	by 10:00	22:00 to 6:00

Please vacate your apartment and remove all personal belongings by 10:00 on your departure day.

2 Use of your apartment

- The apartment is reserved exclusively for registered guests. It must not be made available or sublet to third parties.
- Please treat all furnishings and equipment with care. Moving furniture is not permitted.
- Please report any damage or defects to us immediately.
- When leaving your apartment, please securely close the windows and lock the door.

3 Quiet hours and consideration for others

Quiet hours are from 22:00 to 6:00. During this time, please avoid noise in the apartments, corridors and all shared areas. Please be considerate of other guests during the day as well.

Parties and celebrations are not permitted. Aggressive behaviour, insults or harassment towards guests or staff will not be tolerated. Please treat one another with kindness and respect.

4 Smoke-free building

Smoking is strictly prohibited throughout the building. This includes e-cigarettes and similar vaping devices.

If you are responsible for a breach of this rule, we will charge a flat rate of €250.00 for the additional cleaning required as a result. You are expressly entitled to demonstrate that no loss has been incurred or that the loss is substantially lower than this amount.

5 Pets

Pets are not allowed in the building. Statutory access rights for people with disabilities accompanied by their assistance dogs remain unaffected.

If you are responsible for a breach of the no-pets rule, we will charge a flat rate of €150.00 for the additional cleaning required as a result. You are expressly entitled to demonstrate that no loss has been incurred or that the loss is substantially lower than this amount.

6 Safety and fire prevention

- Bringing illegal drugs, weapons or items that endanger other people into the building, or possessing them on the premises, is prohibited.
- In the event of such a breach, we may end your stay and ban you from the premises, subject to the applicable legal requirements. In the event of an immediate danger, we may do so without delay. We will inform the relevant authorities if we suspect a criminal offence or there is a danger.
- Guests must not use their own immersion heaters, hotplates, irons or similar appliances with an increased fire risk. Phone, tablet and laptop chargers in good working order are, of course, permitted. Appliances and kitchen equipment provided by us may be used as intended.
- Keep escape routes and emergency exits clear at all times. Do not wedge fire doors open or obstruct them. Smoke detectors and other safety equipment must not be covered, altered or disabled. Candles and open flames are not permitted.
- In an emergency, follow the displayed escape and evacuation plans. In the event of fire, leave the building via the marked escape routes; do not use a lift. Fire and ambulance services: 112. Police: 110.

7 Cleanliness and liability

Please keep your apartment and shared areas clean. If you intentionally or negligently cause excessive soiling, unusual odours or damage, we will charge the necessary and reasonable cleaning or repair costs. This also applies to improper use; normal wear and tear is excluded.

Any flat-rate amount already charged will be credited against compensation for the same loss; there will be no double charging. Statutory liability rules apply to any further loss or damage. Our statutory liability remains unaffected.

Thank you for your consideration.
We wish you a pleasant stay!

Your BillHills team