



House Rules of the Holiday Apartment

This English version is provided for your convenience. In the event of any discrepancy or question of interpretation, the German version ("Hausordnung") is authoritative.

Welcome to Bad Klosterlausnitz!

We want to offer you a pleasant, well-kept and relaxing stay in our holiday apartment. To ensure this for all guests on a lasting basis, compliance with the following House Rules is binding. By making your booking, you and your fellow travellers undertake to observe these rules.

Reliance on ignorance of these House Rules is excluded. Thank you in advance for your cooperation! If you have any questions about these House Rules, you can reach us at any time on the following telephone number: **+49 171 7720722 (between 22:00 and 06:00 please call only in urgent emergencies).**

§ 1 Arrival, Check-in and Key Management

1. **Check-in times:** The holiday apartment is available to you on the day of arrival from **3:00 p.m.** (or from 12:00 noon by individual arrangement in text form).
2. **Key handover (in person or via key box):** You will receive keys for the rental property (registered locking system) for the duration of your stay.
 - **Personal handover & key box:** If a personal key handover is not possible (e.g. for very early or very late arrivals) or if this has been agreed in advance, check-in takes place contactlessly via a secured key box directly at the house.
 - **Code transmission:** The code for the key box is sent to you in good time in advance by e-mail, SMS or WhatsApp, as soon as payment and the required registration data have been received in full (in accordance with § 2 of the GTC).
 - **Duty of care:** After removing the keys, the key box must always be properly locked and the code combination scrambled. Passing on the code or the keys to unauthorised third parties is strictly prohibited.
 - **Key loss:** If a key is lost or not returned, the Landlord must be notified immediately. The Tenant bears the resulting necessary costs (replacement keys and – insofar as necessary for security reasons – replacement of the lock cylinder or the locking system) in accordance with § 7 of the GTC; the Tenant remains free to prove that less damage was incurred.
3. **Visual inspection on moving in:** Please check the holiday apartment for any defects or pre-existing damage immediately after entering and report them to the Landlord on the day of arrival by e-mail or WhatsApp, ideally with a photo. The Landlord documents the condition of the apartment with photographs before each arrival. Unreported damage that is identified at the handover and is not included in this documentation is attributed to the Tenant in accordance with § 7 of the GTC, unless the Tenant proves that it already existed on arrival.



§ 2 Living, Quiet Hours, Neighbours and Celebrations

1. **Quiet hours:** The statutory night-time quiet period from **22:00 to 06:00** applies. During this time, noise must be kept to room volume. Please always be considerate of the neighbours.
2. **Parties & events:** Parties, stag and hen parties and loud celebrations are generally prohibited in the holiday apartment.
3. **Alcohol consumption:** Moderate alcohol consumption is permitted. If consumption leads to disturbances of the peace, aggression or damage, the Landlord will exercise its right of domicile; in the event of serious disturbances – in particular threats, assaults or a police call-out – the Landlord is entitled under § 8 of the GTC to terminate the tenancy without notice and to demand that the apartment be vacated within 24 hours.

§ 3 Use of the Kitchen, Cleanliness and Self-Catering

1. **Fully equipped kitchen:** The kitchen is available for your sole use. Please treat the hob, oven, refrigerator and small appliances with care.
2. **Dishwasher:** Before departure, used dishes, cutlery and cooking utensils must be cleaned in the dishwasher on a full cycle and returned to their designated place in the cupboards.
3. **Cleaning equipment:** A vacuum cleaner, mop and cleaning products are provided in the apartment. Spilled liquids or coarse dirt must be removed immediately by the Tenant.
4. **Self-catering:** Consumables (e.g. toilet paper, coffee filters, dishwasher tabs, bin liners) are provided as an initial supply; the guest is responsible for any further needs.

§ 4 Bathroom and Sanitary Facilities

1. **Hygiene:** The bathroom must be kept in a clean condition during the stay.
2. **Sanitary pipes:** No food scraps, hygiene articles (sanitary pads, tampons, wet wipes etc.), fats or building rubble may be disposed of in the toilet, shower or washbasin. Blockages caused by improper use are remedied at the expense of the person responsible.

§ 5 Premises, Heating, Ventilation and Safety

1. **Ventilation:** To prevent mould, the apartment must be aired regularly (several times a day for approx. 5–10 minutes with the window fully open – shock ventilation). Permanently tilted windows during the heating period must be avoided.
2. **Heating:** When leaving the apartment or when a window is open, the radiators must be turned down (at least frost protection / setting 2). The heating must never be switched off completely in winter.
3. **Safety:** When leaving the holiday apartment, all windows must be closed and the entrance door firmly locked with the key.



4. **Fire safety:** Escape routes must not be obstructed by luggage or other items. **Covering, removing or tampering with smoke detectors is life-threatening, strictly prohibited and results in termination without notice.**

§ 6 Departure, Check-out and Key Return

1. **Check-out:** The holiday apartment must be vacated on the day of departure by **10:00 a.m.** at the latest. Different check-out times require prior mutual confirmation in text form.
2. **Condition on departure (broom-clean):**
 - Wash all dishes completely and put them away.
 - Empty the refrigerator and wipe it out with a damp cloth.
 - Empty the bins and dispose of the waste in the designated bins outside.
 - Switch off all electrical appliances (except the refrigerator).
 - Close all windows.
 - Hand over all keys issued in full to the Landlord in person or, in the case of an agreed contactless departure, deposit them securely in the key box, lock it firmly and scramble the code combination.
3. **Personal handover for long-term stays:** For stays of one month or more, a joint inspection with the Landlord including a handover report takes place on the day of departure. Please agree the time with us at least one week before departure; without an arrangement, 10:00 a.m. applies. If no one appears at the appointment or the signature is refused, the Landlord documents the condition unilaterally with photographs and sends the report in text form (§ 6 of the GTC); objections may be raised within seven days.

§ 7 Waste Separation and No-Smoking Rule

1. **Absolute no-smoking rule:** A strict smoking ban applies throughout the holiday apartment (including e-cigarettes). Smoking is permitted outdoors only, with the windows closed. Ashtrays must be emptied into the residual waste only after they have cooled down completely. In the event of a violation, special ozone cleaning becomes necessary, for which liquidated damages of €250.00 are charged in accordance with § 7 of the GTC.
2. **Waste separation:** Waste must be carefully separated into yellow bag (plastic/packaging), paper/cardboard and residual waste in the designated containers.
3. **Waste glass:** Bottles and jars must be disposed of by the Tenant in the public glass containers. If waste glass is left behind on departure, disposal for long-term rentals is charged at a lump sum of €50.00 in accordance with § 7 of the GTC.

§ 8 Pets

1. **Permission required:** Bringing pets is permitted only with the Landlord's prior consent in text form.
2. **Rules for pets:** Animals are not allowed on beds or upholstered furniture. Any soiling in the apartment or on the property must be removed immediately and completely by



the owner. The Tenant is liable for damage caused by the animal; any additional cleaning effort caused by the animal is charged according to actual time spent in accordance with § 7 of the GTC.

§ 9 Parking

1. **Parking space at the house:** A marked parking space directly at the house is available for the holiday apartment.
2. **Consideration:** Vehicles must be parked so that driveways, neighbouring properties, footpaths and emergency access routes remain clear at all times.
3. **Exclusion of liability:** The Landlord accepts no liability for damage to parked vehicles or theft from inside the vehicle.

§ 10 Outdoor Area and Barbecues

1. **Garden/outdoor furniture:** Parasols and cushions must always be closed or stowed away in a weather-protected place in the event of rising wind, rain and overnight.
2. **Barbecues:** Barbecuing is permitted only in the designated places, using standard barbecue charcoal or gas. The use of fire accelerants (e.g. petrol, methylated spirits) is prohibited. Ash may be disposed of only after it has cooled down completely.

§ 11 Internet and Wi-Fi Use

1. **Free access:** Wi-Fi access is available to the guest for the duration of the stay as a voluntary additional service. There is no entitlement to a particular bandwidth or uninterrupted availability; disruptions at external providers do not entitle the Tenant to a rent reduction. Please report any faults so that we can have them rectified as quickly as possible.
2. **Lawful use:** Use is at your own responsibility. Unlawful acts (in particular file sharing, illegal downloads, streaming of copyrighted content or accessing anti-constitutional websites) are prohibited.
3. **Indemnification:** The Tenant indemnifies the Landlord against any claims, warning letters and third-party costs arising from unlawful use of the Wi-Fi by the Tenant or their companions.

§ 12 Utility Failures and Receipt of Mail/Parcels

1. **Utility failures:** Unforeseeable failures of electricity, water, heating or internet must be reported immediately. The Landlord will endeavour to remedy them without delay. The Landlord is not liable for failures caused by disruptions in the public utility network or by force majeure. The Tenant's statutory rights in the event of significant defects for which the Landlord is responsible remain unaffected.
2. **Receipt of mail and parcels:** There is no separate guest letterbox for the holiday apartment. Receiving letters or parcels via the Landlord's address is permitted only by prior express arrangement with the Landlord in text form. No liability is accepted for loss, damage or delivery delays; the exclusions of liability under § 7(7) of the GTC



apply. Any postage and handling costs incurred for forwarding after departure must be borne by the Tenant in advance.

Important emergency and contact details

- **Police emergency number:** 110
- **Fire brigade / ambulance:** 112
- **Poison emergency hotline:** +49 361 730730
- **Nearest hospitals:**
 - Waldkliniken Eisenberg: Klosterlausnitzer Str. 81, 07607 Eisenberg (approx. 6 km)
 - SRH Wald-Klinikum Gera Str. des Friedens 122, 07548 Gera (approx 20 km)
 - Universitätsklinikum Jena: Am Klinikum 1, 07747 Jena (approx. 25 km)

Your direct contact to the Landlord: T&T Vermietung BKL GbR · Talweg 14, 07639 Bad Klosterlausnitz, Germany · Phone / WhatsApp: +49 171 7720722 (22:00 – 06:00 only in emergencies) · E-mail: info@fewo-bad-klosterlausnitz.de · Website: www.fewo-bad-klosterlausnitz.de