

Dear Guests,

To ensure that your stay at MEININGER is as pleasant as possible, please observe the following house rules and pass them on to your fellow travellers. These house rules are universally valid and apply in all MEININGER Hotels. You will be notified of any special rules that apply to the individual hotel on arrival.

## 1.1 Reception

The hotel reception is staffed around the clock. If you have any questions or concerns, our staff will be happy to help.

## 1.2 Rooms

On the day of arrival, the rooms will be available from 3:00 p.m. unless Early Check in from 12 a.m. has been booked. This service is bookable depending on availability.

On the day of departure, the rooms must be cleared by 11:00 a.m. unless late check-out up to 2:00 p.m. has been booked. This service is bookable depending on availability.

Several of our hotels offer convenient luggage facilities. Feel free to reach out to our reception staff upon your arrival or departure to make use of our service. Additional payments or deposits may apply.

In case of group bookings of twelve persons and above, the duration of storage of luggage on the day of departure must be agreed with reception on the day of arrival.

Bed linen is provided in all rooms and is included in the room price.

Towels are provided free of charge in all rooms.

Please do not dispose any sanitary products or other items in the toilets! Sanitary bags and bins are available for each toilet.

Our “Mindful by nature” initiative reduces the environmental impact. During the stay, rooms are cleaned upon a request.

For groups of twelve persons and above in multi-bed rooms, the following also applies: rooms are cleaned after each 2nd night. We kindly ask you, on the day of departure to remove linen from the beds and to sample waste in the trash bins. Large refuse bags are available at reception. On departure rooms, will be checked by a group leader, who will hand the rooms back to the hotel staff in good order.

## 1.3 Meals

The breakfast buffet is open daily between 6:30 a.m. and 10:30 a.m.

No food or drink may be taken out of the buffet room unless expressly permitted by the hotel, which may be agreed subject to a surcharge. Please return the used crockery and any refuse to the collection point.

Guest kitchen (if available): please wash up all crockery and replace it in the cupboards provided. Please clean up immediately after you out of respect for other guests. You may store your own food and drink in the fridges provided as long as they are marked with your name and date. Several times a week the hotel will remove unlabelled or spoiled food or food belonging to guests who have checked out. The hotel accepts no liability for food.

For groups of twelve persons and more, the following also applies: The buffets for lunch and dinner will be open from 12:00 a.m. to 1:30 p.m. and 5:30 p.m. to 9:30 p.m. after prior agreement. In the Italian properties, dinner is offered from 6:00 p.m. to 10:00 p.m. after prior agreement.

These opening times may vary depending on the activity.

### **1.4 Peace at night, Order & Security**

From 10 p.m. peace at night has to be kept in all rooms, corridors and the grounds. All noise should be avoided. Failure to observe the peace at night may result in immediate ejection. The hotel expects that other guests, neighbours and staff are treated with respect. Guests are not permitted to lean out of windows, sit on window sills, throw items out of the window or call from the window. In some rooms the windows cannot be opened, or can only be opened slightly, on safety grounds.

Emergency exits (including via the windows) and fire ladders may only be used in emergencies.

The maximum load of the lifts must be observed always. In the event of improper use, the hotel accepts no liability, and any costs incurred consequently must be settled at the hotel.

Staff are on hand around the clock. At night, there will be regular patrols through the building. The entrances will be locked at night; the building may be accessed at all times via keycard. The public areas are CCTV-monitored on safety grounds.

Persons not booked into the hotel may only access the rooms on prior registration at reception. The hotel may deny access in individual cases.

For youth groups of twelve persons and above, the following also applies: On arrival, armbands will be issued on consultation with the group leader so that our staff can identify members of the group. These must be worn for the entirety of the stay.

### **1.5 Alcohol, Smoking, Illegal Drugs & Weapons**

Alcoholic drinks must not be brought into the hotel.

Smoking (including e-cigarettes) is strictly prohibited in all areas of the hotel. In the event of a breach, the hotel will levy a charge of €250.00. Comparable fees may apply in other countries with different currencies. The same applies to the interference with smoke alarms or the unauthorized opening of emergency exits. The hotel reserves the right to assert a higher claim if, for example, the hotel is billed for a deployment of the fire service or a fire caused by unauthorized smoking has caused damage to hotel property.

Illegal drugs or weapons must under no circumstances be brought into the hotel and will result in immediate ejection. In any event the relevant authorities will be notified.

### 1.6 In the Event of an Emergency

The fire alarm is a loud signal tone. If this sounds, guests must not return to their rooms and the hotel must be evacuated by the shortest route. In this case, only stairs and fire escapes must be used. The lifts must be avoided in all cases. The emergency exits are marked accordingly.

Escape routes are displayed at reception, on the doors of the rooms and in the corridors. The muster point is in front of or behind the building depending on the situation.

### 1.7 Deposit

The Customer shall be liable for any damage to hotel property or severe soiling caused due to wilful misconduct or gross negligence. If the guilty person within a group cannot be identified, the entire group shall be liable. The hotel reserves the right to demand a deposit of up to €500.00 per booking on arrival or during the stay that will be refunded on departure provided no damage or severe soiling caused by the Customer or group is established by that point. Any damage or costs for cleaning severe soiling that go beyond the amount of the deposit must be settled directly at the hotel or will be invoiced retrospectively if for instance the hotel is invoiced for the costs of a deployment of the fire service or other third-party emergency services. The latter also applies to damage and severe soiling that are only determined following departure of the Customer or group.

### 1.8 Miscellaneous

Further, the General Terms and Conditions of Business of MEININGER Hotels shall apply – these may be downloaded from our website or can be obtained from the hotel.

Guests are required to follow the house rules and the Meininger Terms and Conditions, behave respectful towards other guests and Meininger employees and not hinder the normal operation of the hotel. If the peace and order of the hotel are disturbed, guests are required to follow the instructions of the hotel staff, so that the situation can be deescalated.

MEININGER reserves the right to remove guests from the hotel premises or deny entry to them, if the above rules are breached.

Thank you for your attention and your compliance with these house rules. If you have any further questions about your stay, please contact us at any time.

We wish you a pleasant stay at MEININGER!  
**Your MEININGER Team**