

House Rules Old Town Apartments



Dear guests,

Our private apartments are to be a second home to you. We spent a lot of time with the decor and hope that you will feel comfortable and find everything you need.

The apartments have been recently renovated and furnished with care, so that you can feel comfortable and enjoy your stay with us.

If you miss something in the apartment or if you need help, you can always contact us. This is the best way to quickly correct any shortcomings.

All the things that are in the house or belong to it may and should be used by the guests. Please, however, be careful with the entire furnishings and the inventory. The rental price includes bed linen, towels, kitchen utensils, dishwashing detergents, cleaning powder and refuse bags.

The following house rules are intended to provide assistance for a harmonious stay. In addition, we have listed some rules that we hope to find your understanding. Through a proper treatment of the apartment, you will help us that we can carry on offering you and other guests satisfactory facilities.

By booking the apartment, the following house rules will be recognized by you (if you have any questions, please do not hesitate to contact us)!

House Rules / General Terms and Conditions Old Town Apartments, Am Breiten Bach 11, 87600 Kaufbeuren

Our apartments are non-smoking!

We therefore ask you NOT to smoke in the apartment. Thank you very much. Smoking is permitted on the terrace. Use an ashtray.

Arrival and Departure:

Check In is from 3 pm on the day of arrival. Please let us know your expected arrival time a few days before arrival. The keys are handed over through the key box at our entrance; we will send every guest an explanation after booking.

Check Out on the day of departure is between 08:00 and 10:30 o'clock. The apartment has to be well-swept. All used dishes have to be cleaned and put back in the cupboard; the beds do not have to be deducted. Please put all used towels in a pile on the floor before departure.

Bathroom

We ask you to remove the tiles of the shower after showering in order to avoid limescale deposits.

No hygienic products, wastes, food residues, harmful fluids, grease or similar may be thrown in the shower or toilet, otherwise unpleasant blockages may occur. Please use the provided possibilities.



Damages

No one deliberately damages things, but it can happen to everyone that something is broken. If this is the case, we ask you to report the damage immediately. We do not want to notice it after your departure at the final cleaning.

The guest is liable for damages in the amount of replacement costs.

Bed linen

We provide bed linen for the duration of your stay. You do not need to deduct the payments before your departure.

Payment

The complete rental amount is to be paid in advance by transfer or latest on the day of arrival in cash. If a down payment is made, this is deducted, of course, and the remaining amount has to be paid. We cannot accept credit cards and EC cards or checks.

Bookings

For bookings please contact us by phone or by e-mail via our booking inquiry form. A definitive booking must always be made in writing by mail or by e-mail.

Method for bookings:

1. Inquiry via our booking inquiry form through the guest
2. Quote with exact price per mail by us, indication of the amount of the deposit
3. In the case of booking request, payment of the deposit by the guest
4. After receipt of payment, the confirmation of booking (by mail) will be sent by us
5. Balance payment on arrival in cash

Alternatively the booking can also be done via an online portal where the Old Town Apartment GbR is registered.

With the booking confirmation the booking is completed and binding. At the same time, you accept our house rules / terms and conditions and cancellation regulations.

Blankets

There are additional blankets in the apartment. These are only for the in-house area and we ask you not to use these as picnic blankets. A separate picnic blanket is available on request.

Final cleaning

The costs of the final cleaning are, if not otherwise agreed, compensated with the lump sum. They are calculated for a normal cleaning effort. The apartment must be left well-swept when leaving, dishes must be washed and placed back (see "arrival and departure"), please separate the garbage (see "garbage").

Should there be particularly heavy pollution on departure, the cleaning will be billed at the expense.



Hairdryer | Curling Iron

We provide you with a hair dryer and curling iron for the duration of your stay. These can be found in the washbasin cabinet. Please clean the devices after use of possible hair remnants.

Liability

The landlord is not liable for valuables of the guest (s).

Towels

We provide towels for the duration of your stay. You will find additional towels in the closet in the bedroom. Please throw the used towels in a pile on the floor before departure

Medicine Chest

In case of an emergency there is a small Medicine Chest, which you find in the sideboard in the corridor. However, we hope you will not need them.

Rights of the Householder

Under certain circumstances (very rare), it may be necessary for the landlord to enter the apartment without the knowledge of the guest.

Pets / Animals

Pets / animals are not allowed in the apartment.

Internet / W-LAN

In the apartment there is a wireless Internet connection (W-LAN), the use for guests is free of charge. Please ask for the access code.

Cot / Children`s High Chair

On request, we will provide you with a free travel cot including bed linen and / or a children's high chair. Please let us know what you need when booking.

Kitchen

The kitchen was completely new built shortly before. Please carefully handle the kitchen equipment and the technical equipment (operating instructions can be found in the storage compartment).

If the dishwasher is not fully loaded, please use the short program.

Please put the dishes back into the cupboards only after cleaning, the same also applies to the cutlery, pots and appliances that you have used.

Do not throw, dump or dispose any waste, food, harmful liquids, grease or the like in the sink, as this may result in unpleasant blockages.



Cancellations

In the case of multiple violations of the rental conditions, the landlord may terminate the rental agreement unilaterally and the guest has to leave the apartment immediately. There is no claim for a refund of the rent then.

Ventilation

In order to avoid mold formation, we ask you to ventilate the rooms sufficiently, at least 1x blow-up ventilation per day for 5-10 min and especially after showering.

Garbage

As we are committed to the separation of garbage, we ask you to help us. The garbage has to be separated according to:

-> Packing material in the „Gelben Sack“ (yellow bag), all packings with the green dot, no food residues)

-> Paper

-> Residual Waste (food residues, everything that does not fall under the first two categories)

We provide you with refuse bags.

Resuable bottles and other resuable items must be disposed of by the guest wherever it was bought.

Running Costs

Water, electricity, heating and garbage are included in the rent (unless otherwise agreed). These costs are calculated for a normal consumption, if they are above average, the landlord can demand a reload.

Parking

The Old Town Apartments are located in the heart of the old town of Kaufbeuren, so there are no parking spaces in front of the house.

However, we can offer our guests a free parking space in the “S-Parkhaus Süd” (Parking Garage South), which is only a 3-minute walk away.

If a parking space is provided to the guest, this does not result in a custody agreement.

The landlord is not liable in case of loss or damage to the vehicles and their contents parked or parked on the property, except in cases of willful intent or gross negligence.

Reduction of Price

There is no claim to price reduction in case of a short-term breakdown of furnishings, public supply or force majeure. Deficiencies in the apartment are to be immediately communicated to the landlord. The guest grants the landlord a reasonable period for the removal of the defects. Subsequent complaints are not accepted and cannot be charged.



Smoking

Smoking is strictly prohibited in our apartment. Damages such as fire stains and holes in or on furniture, flooring, bedclothes, tablecloths etc. have the consequence that we have to charge you this at the replacement value.

There is the possibility to smoke on the terrace, please do not dispose the remains on the property but in the ashtray and later in the residual waste.

Cleaning

If a misfortune happens (extreme dirt, liquids on the floor or working surfaces, etc.), we ask you to clear this immediately. There are brooms, dustpan, as well as dirt buckets, wiping mop and cleaning powder.

We ask you to leave the apartment well-swept on departure. All used dishes have to be cleaned and put back in the cupboard.

Resting Times

The apartment is located in a pure residential area. In the sense of a good neighborhood we ask you to comply with the public resting times such as lunch, night and Sunday rest. In our house the resting time is between 22:00 and 7:00 o'clock, only low volume is allowed then.

The tenants / guests are asked for mutual consideration. In particular avoid disturbing noises, especially loud jarring and such activities, which are likely to bother the roommates by the noise generated, and to prevent domestic rest. Making music is to be avoided in the time from 10 pm to 8 pm and from 1 pm to 3 pm. Radio, television and phono equipment are to be adjusted only to low volume.

Keys

You get 1-2 keys per apartment. The keys are handed over by the key box at our entrance. Please never give the keys out of your hands. A loss of the keys is to be reported immediately and the guest is liable up to the amount of the replacement costs.

Shoes

We ask you, especially in the wet months, not to walk with street shoes in the apartment.

Duty of Care

We kindly ask our guests to handle the rental property with care and to ensure that the travel conditions are also met by fellow travelers and family members. Please pay particular attention to your children.

The entrance door to the house should be closed and locked when leaving the house by key. Similarly, all windows are to be closed when leaving the apartment, in order to avoid possible damage caused by storm or burglary.

The resources water and electricity should to be handled gently.

Late Check Out

Check-Out time is from 08:00 to 10:30 on the agreed departure day. Afterwards, the Old Town Apartment GbR can charge 50% of the full price (list prices) until 03:00pm and 100% of the full price (list prices) after 03:00pm.



Cancellations

We do not hope that you have to cancel your holiday unplanned. However, if this occurs, the following cancellation fees are effective:

Cancellation of the booking

-> until 1 month before free of charge

-> until 14 days before 50%

-> until 10 days before 80%

Cancellations must be made before 12am CET (Central European Time) on the respective day.

If **no** previous oral or written cancellation occurs, we will unfortunately have to charge the **full amount**.

Telephone

There are no telephones in the apartments.

Departure ahead of schedule

No refund will be given in case of departure ahead of schedule.

W-LAN

See under „Internet“

Intermediate Cleaning

Should you require intermediate cleaning during your stay, we can arrange this for you. These will then be billed according to our final cleaning fee (price per hour).

We wish you a pleasant stay, a lot of fun, relaxation and recreation and hope to contribute to it. We have prepared some information material for you. We are also available to you personally with questions and information about excursion tips etc.

You will also find many useful tips and tips for the organization of your holiday on our homepage www.oldtown-apartments.de !