

# Haus Senn

Seefeld in Tirol

## HOUSE RULES

A warm welcome to our house. So that all guests feel comfortable and the apartment remains in good condition, we kindly ask you to observe the following rules. These house rules form part of the accommodation contract and are accepted upon check-in or upon commencement of the stay.

### 1. Check-in and Check-out

Check-in is possible between 4:00 p.m. and 7:00 p.m.; check-out is by 10:00 a.m. on the day of departure. If check-out is not completed by 10:00 a.m., we reserve the right to charge for an additional day. A later, free-of-charge check-out is only possible if it has been arranged in advance with the host – at least two days beforehand. A later check-in (in particular after 7:00 p.m.) and a 24-hour check-in cannot be offered.

### 2. Quiet Hours

Quiet hours apply throughout the entire house from 9:00 p.m. to 7:00 a.m. During this time, noise, loud music, television above room volume, and any other disturbing sounds must be avoided so that the other guests and neighbours are not disturbed.

### 3. Winter Snow Clearing Service

During the winter months, noise may occur outdoors even before 7:00 a.m. due to the necessary clearing of snow and ice. This serves traffic safety and is required by law or by the authorities; it does not constitute a breach of the quiet hours and does not give rise to any claim for a reduction in price.

### 4. No Smoking

A strict smoking ban applies in all interior rooms (including e-cigarettes and water pipes). Smoking is permitted outdoors only. In the event of a violation, the actual costs incurred for odour removal and cleaning will be charged.

### 5. Fire Safety – Open Flames, Candles and Incense

For fire safety reasons, burning open flames of any kind indoors is prohibited. This includes in particular candles, tea lights and oil lamps, as well as the burning of incense, bakhoor, frankincense, incense sticks or incense charcoal. These cause a fire hazard, soot deposits and persistent odours. The actual restoration costs incurred for removing odour, soot or fire marks will be charged.

### 6. Barbecuing

Barbecuing on balconies, directly against the building façade, under canopies or with an open flame is prohibited. Charcoal, disposable and gas barbecues may not be used.

### 7. Kitchen and Dishes

A dishwasher is available for cleaning dishes, and we ask that you use it. Food residues must first be removed from dishes and pots into the organic waste – **not into the sink!** Used dishes must be returned to the cupboards clean; putting away uncleaned dishes or dishes with food residues on them is not permitted. Food must be stored properly; perishable leftovers must be disposed of before departure. Fats, oils, coffee grounds, food residues and other solid matter may not be disposed of via the sink, washbasin, shower or toilet, as this can cause blockages. Any resulting cleaning or repair costs will be charged according to the actual expense incurred.

## **8. Sanitary Facilities: Bathroom, Toilet and Laundry**

The toilet, bathtub, shower and washbasin are to be used solely for their intended purpose. A bathtub is not a toilet. Washing laundry in the bathtub, the shower or the washbasin is not permitted. No items that could cause blockages may be disposed of via the sanitary facilities. The guest is liable for any damage arising from improper use (in particular water leakage, blockages or moisture damage) in the amount of the actual costs incurred.

## **9. Waste Separation**

In Tyrol, the separate collection of waste applies (residual waste, waste paper, glass, plastic/packaging, organic waste). Please separate the waste accordingly and use the containers and collection points provided. If waste is not separated or is disposed of improperly, the actual additional disposal costs may be charged.

## **10. Inventory, Textiles and Furnishings**

All furnishings, appliances and equipment remain in the apartment and may not be removed or taken away. Rugs, blankets and other textiles are to be used solely for their intended purpose within the apartment; use as a ground cover in the garden or outdoor areas is not permitted. Bath towels and hand towels are to be used in the apartment only and may not leave the house (in particular not as beach, garden or swimming-pool towels). For lost textiles and items or those used contrary to their purpose, the actual replacement or cleaning costs will be charged.

## **11. Sports Equipment, Skis and Shoes**

Skis, ski boots, snowboards and similar winter sports equipment may not be brought into the apartment; they are to be stored in the entrance area in the space provided for this purpose. Bicycles, e-bikes and e-scooters may likewise not be brought into the apartment. The waxing, servicing or repairing of sports equipment is not permitted in the apartment; this also applies to bicycles and other sports equipment. We recommend leaving shoes outside the apartment in the racks provided for this purpose – this makes cleaning easier and increases your comfort.

## **12. Batteries and Charging of Electric Vehicles**

Charging e-bike, e-scooter or other lithium batteries in the apartment is only permitted with original, undamaged chargers and only under supervision. Charging overnight or while away is prohibited. Damaged, deformed or noticeably overheated batteries may not be brought into the apartment or charged. Charging electric cars or plug-in hybrid vehicles via household sockets, extension cables or other connections that have not been expressly approved is prohibited.

## **13. Garden, Outdoor Areas and Play Equipment**

In the garden and throughout the entire outdoor area, lighting open flames, campfires or fire pits of any kind is prohibited. The use of the play equipment provided (e.g. swing, trampoline) is at your own risk; supervision of children is the responsibility of the parents/guardians/accompanying persons. No liability beyond the legally mandatory provisions is accepted for the use of the play equipment. The guest is fully liable for any damage caused by the guest or the guest's children in the garden or outdoor area.

## **14. Internet and Wi-Fi**

Use of the internet access provided is permitted only within the limits allowed by law. Unlawful uses, in particular illegal downloads, file sharing, content infringing copyright or other abusive uses, are prohibited. The guest is liable for any damage, claims or costs arising from improper use of the internet access during their stay.

### **15. Occupancy and Registration Requirement**

The apartment may only be occupied by the number of persons booked and registered. Overnight stays by additional, unregistered persons are not permitted. The data required for the statutory guest registration must be provided completely and truthfully before, or at the latest upon, check-in. Without complete registration data, check-in may be refused insofar as the statutory registration requirement cannot otherwise be properly fulfilled.

### **16. Visitors and Day Guests**

Visitors or day guests are permitted only to a reasonable extent and after prior consultation with the host. Overnight stays by unregistered persons are not permitted. The booking guest is also liable for any damage or disturbances caused by their visitors.

### **17. No Parties or Events**

Celebrations, parties and events are not permitted. The apartment is to be used solely for residential or holiday purposes within the number of persons booked.

### **18. Pets**

Pets are permitted only upon prior request and with express consent. Animals that have not been announced may lead to a refusal of check-in. Pets may not be left alone in the apartment. The guest is liable for any soiling or damage caused by animals in the amount of the actual costs.

### **19. Safety Equipment**

Fire extinguishers, fuse boxes, emergency lighting or other safety equipment may not be removed, covered, tampered with or disabled. Tampering with safety equipment constitutes a serious breach of the house rules. The guest bears any resulting damage, call-out costs or consequential costs in accordance with the statutory provisions.

### **20. Improper Use of Appliances and Heating**

Electrical appliances may only be used for their intended purpose. The stove and oven may not be used for heating purposes. Radiators and electric heaters – in particular the electric radiator in the bathroom – may not be covered or used for drying textiles or other items; this constitutes a considerable fire hazard. Likewise, heating rooms with appliances not intended for this purpose (e.g. hairdryer, hotplates, oven) is prohibited. The guest is liable for any damage or hazards arising from improper use in accordance with the statutory provisions.

### **21. Care, Heating, Windows and Weather**

Please treat the furnishings carefully and with respect. When leaving the apartment, close the windows, switch off lights and electrical appliances, and reduce the heating to a reasonable level. When airing the rooms for a longer period, turn the heating down. Windows, balcony doors and terrace doors are to be kept closed when leaving the apartment and during rain, snow, strong wind or storms – particularly in the winter months. The guest is liable for any damage caused by windows or doors left open, in particular water, frost or storm damage, in accordance with the statutory provisions.

### **22. Environment and Conservation of Resources**

We kindly ask you to use water and energy carefully and sparingly. Water – especially hot water – should not be left running unnecessarily. Heating and lighting should be reduced or switched off when leaving the rooms. With this considerate approach, you make a valuable contribution to protecting the environment and conserving resources.

### **23. Access to the Apartment in Cases of Danger or Emergency**

During the stay, the host may enter the apartment only after prior arrangement. In cases of imminent danger, in particular a burst water pipe, fire hazard, heavy water leakage, windows left open during a storm or comparable urgent situations, entry is also permitted without prior consent insofar as this is necessary to prevent damage.

### **24. Damage and Defects**

Any damage or defects occurring during the stay must be reported without delay. For damage culpably caused by the guest, the guest is liable in accordance with the statutory provisions in the amount of the actual costs incurred for repair, replacement or restoration. Where cleaning effort exceeds the usual extent (e.g. heavy soiling, odour removal), the actual additional costs incurred will be charged.

### **25. Condition of the Apartment on Departure**

The apartment is to be left in an orderly condition on the day of departure. Dishes must be clean or the dishwasher switched on, food residues must be disposed of, waste must be removed in accordance with the waste separation rules, windows must be closed and electrical appliances switched off. A standard final cleaning is included to the agreed extent; exceptional soiling, odours or unusual cleaning efforts will be charged according to the actual expense incurred.

### **26. Keys**

Keys or access devices handed over must be kept carefully and returned in full on departure. In the event of loss, the actual costs for replacement or any necessary changes to the locking system will be charged.

### **27. Parking**

Vehicles may only be parked in the designated areas. Driveways, snow-clearing areas and other guests' parking spaces must be kept clear. No liability is accepted for the parked vehicle.

### **28. Local Tourist Tax**

The customary local accommodation/tourist tax is payable in accordance with the Tyrolean regulations and is shown separately.

*Note on validity: These house rules are accepted as part of the contract upon commencement of the stay. Any costs charged correspond to the actual expense incurred and do not constitute a lump-sum contractual penalty. Mandatory statutory liability provisions, in particular for personal injury, remain unaffected.*

*Thank you for your understanding and consideration.*

*We wish you a pleasant stay.*

Your hosts – Haus Senn