



## Dear Guests!

So that all guests can have a wonderful and relaxing holiday in our house, we ask you to adhere to the following house rules. With the binding reservation/booking (by the number paid or at the latest when you move into our house), the house rules are deemed to have been read and accepted. Failure to comply with our house rules can lead to immediate, immediate and unilateral termination of the contract on our part (in our autumn booking), whereby the full travel price including final cleaning will be carried out.

### Generally

If you miss something about the furnishings or inventory, or you need help, let us know immediately. We will be happy to help you by phone or in person and, if necessary, will be at your location as quickly as possible. We would be happy to answer your questions and provide you with information about excursion tips, activities, etc.

### Arrival and departure

Arrival is possible from 4:00 p.m. to 8:00 p.m. on the day of arrival; earlier times are available upon request (early check-in from 10:00 a.m. costs €80). Please inform us of your expected arrival time a few days before arrival. If you arrive after 8:00 p.m., we will provide you with a key from our key garage. We will then hand it over in person the following day. The house must be left in a clean and tidy condition by 10:00 a.m. on the day of departure. For departures after 10:00 a.m. without prior agreement, we reserve the right to charge an expense allowance of €50 for each hour or part thereof (for the additional cleaning staff required), which will be collected in cash on the day of departure. Key handover will be arranged individually.

### Payment

20% deposit is due 14 days after booking confirmation, the remaining amount is due at least 7 days before arrival (the cancellation conditions according to the general terms and conditions apply). Tea towels, dishcloths, dishwashing liquid and hand soap are included in the price and are prepared for the duration of your stay in the house. 3 different sized towels and bed linen are included in the rental price. If you would like to use your own towels and/or bed linen, please say so and we will not provide any for you.

If you want to surprise someone or celebrate something special - talk to us, we'll be happy to help or play brownie.

### Deposit

To stay in our holiday home, please pay a deposit of €300 upon arrival. You will receive this back upon your departure, provided there is no damage. You can pay us the deposit in cash or with an EC card. You are welcome to transfer this to us in advance along with the rental price.



## **Non-smoking apartment**

Smoking is not permitted in the apartments or throughout the house. On the balcony you will find an ashtray for an outdoor cigarette.

## **Rest periods**

Please note that the house is located in the middle of a residential area. Out of consideration for the neighbors, we ask you to observe the following quiet times.

## **Night quiet time 10:00 p.m. – 6:00 a.m**

In order to continue to offer this service to more dog owners, we also ask for your consideration regarding dog barking. Of course, some dogs bark more, but it shouldn't become a constant nuisance to the neighborhood. In exceptional cases and after consulting with us, you may leave your furry friends alone in the apartment, but only if they behave quietly and do not cause any damage.

## **Village life and our neighbors**

Here in Wank you will always receive a polite welcome from all the neighbors. Our holiday home is located in the middle of the village and all holiday guests are always welcome at our festivals and celebrations. We live in the house next door and are happy to be your contact at any time if you have any questions or requests. In a hamlet like Wank there are very few fences and most properties are open. In the interest of our neighbors and the good village community, we ask you to accept the property boundaries and not to trespass on other people's properties. Here too, everyone must be granted their privacy.

## **Cleaning**

Please empty the refrigerator/freezer completely before departure. Please ensure that dishes are only put back in the cupboards when they are clean. The same applies to cutlery, pots and appliances (coffee machine, toaster, kettle, etc.). Do not throw or pour any rubbish, food scraps, hygiene products, grease or other hazardous liquids into the sink, washbasin, shower or toilet, as this may cause unpleasant blockages. We ask that you wear slippers when you enter the holiday home. You can enter the hallway on the ground floor in outdoor shoes; there is also a storage area for your shoes. We also ask that you take any food or dog food stored in the freezer with you or dispose of it upon departure. In addition, you will find a washing machine, dryer and clothes rack in the bathroom on the ground floor for free use. We ask that you turn everything off after use and leave everything tidy. Please do not leave wet laundry in the washing machine or dryer. After using the dryer, the water tank must be emptied and the filter cleaned.

## **Garden/Terrace/Balcony**

You have free use of an unfenced garden for your own use. We ask that you regularly dispose of your dog's waste in the dog's dog bag in the designated bin (red waste bin). In order to protect the lawn a little, we have provided you with a watering can, which you can use to water your furry friends' little business. Please make sure that the furry friends do not dig any holes, otherwise we will have to charge you for the damage. You can also spend a nice barbecue evening with us. The barbecue is provided to you at no extra charge (you have to bring your own coal and lighter). We ask you to clean the grill afterwards so that the next guest can enjoy a nice barbecue evening again. Before leaving the apartment or in the event of impending storms, please ensure that the patio cushions and grill are protected.

## **Key**

You will receive two keys for the front door. Please do not give your keys to outsiders. If the key is lost, the guest is liable up to the amount of replacement costs including replacement lock and assembly.

## **Dogs**

In general, your dog(s) is/are allowed anywhere in the apartment. Your dog(s) are not allowed to sleep on the couch or bed in our holiday home, we ask you to note this. Please note that unused bedrooms do not constitute play/bedrooms for the dogs. If your dog(s) are very dirty after a fun walk, we ask that they be dried and cleaned. Please note that female dogs in heat must wear heat pants inside the house. Blood contamination will be billed separately. The same applies to male dogs who like to mark. They must wear a male bandage in the house. Damage/excessive soiling (e.g. marking/stains of blood on the house and inventory) will be invoiced separately.

## **Liability**

Parents are responsible for their children. Dog owners for your dogs. We assume no liability for (valuable) items brought along or accidents. A safe is not available to you.

## **Duty of care**

Guests must treat the house with care and ensure that fellow travelers also adhere to the house rules. Nobody damages things on purpose, but it can happen to anyone that something breaks. We would be pleased if you reported the damage caused so that we do not only discover it during the final cleaning after your departure. Guests are liable for damage equal to the replacement cost. You will receive an invoice receipt for this. Direct billing with your insurance company is not possible; you may have to submit the billing documents yourself. There is an inventory list for the house, which is checked during the final cleaning. If items are missing, they will be charged. If you are interested in one or two items, we would be happy to tell you where we bought them.

## **Every time you leave the house**

Be sure to always close the windows to avoid damage that could occur due to storms. To save energy in the heated months, please only ventilate intermittently



and turn down the radiators. Please also remember that all electrical appliances are switched off, especially when you leave the apartment.

## **Parking**

We have two parking spaces in the courtyard on the property, as well as a third space next to the house on the street in case of emergency. We assume no liability for theft or damage. The parking spaces are large enough for standard cars. Motorhomes or very large vans cannot be parked here. Overnight stays in motorhomes are also prohibited; this is considered wild camping in Germany and is prohibited. For this purpose, the town of Nesselwang offers a beautiful motorhome parking space near the Alpstizbahn cable car. Please do not park on/along the street or in other parking spaces.

## **Charging electric vehicles**

Charging electric vehicles is not possible in our building. We apologize for this inconvenience. If you would like to charge your electric vehicle, you can do so at the V-Markt in Nesselwang or at the Allgeier company in Wank, for example, where they have dedicated charging stations. Charging the battery for your e-bike is, of course, possible in our building. We simply ask that you store the battery appropriately and that it does not pose a fire hazard.

## **Winter/clearance service**

When it snows, the access road through the community is regularly cleared. However, the parking spaces must be cleared of snow themselves. We will also support you with clearing if there is a lot of snow. You will find appropriate shovels/brooms on your balcony.

## **Garbage**

We ask that you dispose of rubbish separately. To do this, please refer to the "Waste separation" information sheet in the folder and dispose of the various materials in the bins provided in the parking spaces. Please only empty the burnt charcoal/barbecue ash after it has cooled down. Please place closed green bags next to the garbage cans and we will dispose of them for you.

## **Visits to the building by people who are not booked/registered/external to the company**

Please note that you are welcome to receive visitors to the holiday home at any time. These house rules apply to your visitors just as they do to you. An overnight stay during your visit is not permitted and violates the house rules and the registration law and will lead to the immediate and immediate termination of your stay, including the retention of the full travel price.



## **Internet / WiFi Use**

Free WiFi access is available to guests in the holiday home. Use of the internet connection is at the guest's own responsibility. The guest agrees not to use the internet access for any unlawful purposes. In particular, downloading or distributing copyrighted content, using illegal streaming or download platforms, or engaging in any other illegal activities is prohibited.

The host accepts no liability for the content of accessed websites, downloaded data, or any damages resulting from the use of the internet connection. Continuous availability, specific transmission speeds, or uninterrupted service cannot be guaranteed.

In the event of violations of applicable law, the guest shall be solely responsible for any resulting damages or third-party claims.

## **House rules**

Under certain circumstances it may be necessary for us to enter the holiday apartment (e.g. technical inspection) or the garden (e.g. mowing the lawn). Of course, we will inform you in advance.

If the house rules are ignored and/or negligently violated, we reserve the right to terminate the rental agreement without notice. Any damage caused as well as the booked rental price including final cleaning must still be paid in full.

We wish you a pleasant stay, lots of fun, relaxation and good rest!

Your hosts from "Beim Patzelt – holiday home in Nesselwang"  
Tina and Christian Heuß with Ben and Viktoria