

## HOUSE RULES

**Welcome! We wish you a pleasant stay  
at apartmenthaus international in Munich.**

**To help make your stay as pleasant and safe as  
possible, we ask that you abide by our House Rules.**

### Arrival and orderliness in the rooms

The rooms will be available to you on the day of your arrival from 15:00 hours. We hand over the rooms in proper condition. If defects are found on your arrival, we ask that you immediately notify the office, alternatively by email or phone. Any damage occurring during your stay must be reported immediately. You will be liable for any damage that is found when you leave. The fixtures of the apartment building must not be changed or removed. It is not allowed to affix decorative objects to the walls. It is not permitted to have any open fire, such as candles, in the apartments.

### Departure and orderliness in the rooms

The apartment must be cleared no later than 10:00 hours.

The rooms must be left in the same orderly condition which they had upon your arrival. Bed linen, towels, kitchen fixtures and devices are the property of the apartment building and cannot be taken along. The access chip and the mailbox key must be returned to the office when you leave. If no staff member is in the office, please leave the key in a visible place on the table in the room. The room safe must be emptied and left open.

### Fire detectors

Each apartment and the common rooms are equipped with fire detectors that are directly connected with the Fire Department in case of smoke. Please note that in the event of a false alarm, the person causing the alarm will bear the costs (starting at €1000). If an alarm is deliberately set off or if a smoke detector is destroyed, the person responsible will be obliged to pay damages immediately. In addition, a report will be filed for the abuse of emergency call equipment.

### Office hours

Our office is on the 3rd floor of the building; it is staffed Monday to Friday 7:00 am till 3:00 pm.

### Electronic devices

Should you wish to bring your own electronic devices with you, you are permitted to use them in the apartment only with the approval of Apartmenthaus. You will be liable for any damage resulting from the use of non-permitted devices.

All the electronic devices in the apartment must be handled with care and looked after. Instructions for use are provided in the guest folder.

### Fitness room

The access to the fitness room is activated by the room chip. Children under the age of 18 are not permitted to use the fitness room. The use is at your own risk.

### Key

On the day of arrival, each guest receives a room chip (granting you access to the building, your apartment, the laundry room on your floor, the fitness room, the garbage room and car park if applicable). If you lose your key, please contact the following emergency number: 0049 (0)152 11845109. Please notice, that for every lost chip we charge € 10,00.

### Pets

No pets are allowed.

### Liability

We do not assume any liability for any valuables lost in the rooms. Please keep your room doors locked at all times. All the rooms have a safe. In cases of deliberate and grossly negligent disturbance and/or destruction, the guest will be liable for any resulting property damage, and a report will be filed with the police.

### Internet/ WLAN use

Information regarding the use of and access to the Internet are provided in the guest folder in the apartment or can be obtained in the office on the 3rd floor during our office hours. The use of the Internet will be at the customer's own risk. For the data transmitted, the services used and legal transactions effected over the Internet, the customer will bear full responsibility and will be obliged to pay the costs incurred. The customer undertakes to comply with the applicable laws when using the Internet. All other legal provisions in this regard are set forth in our Terms and Conditions.

### Quiet hours

Starting at 22:00 hours, noise must be kept at a low level in the entire building and on the entire premises.

### Emergency exits and windows

We ask that you should not throw any objects out of the windows and not put any objects on the window sills outside. For emergencies or in case of fire, the building has enough escape routes with the stairwells and emergency exits. Please make yourself acquainted with the respective notice boards in the building. There is an escape plan in each apartment and in all the common rooms.

### Parking

If the customer has rented parking spaces in the underground garage or outdoor car park of Apartmenthaus, such will not cause a safekeeping contract to be concluded. No monitoring obligation exists on the part of the operators of Apartmenthaus. If vehicles parked or manoeuvred on the property of Apartmenthaus are lost or damaged, Apartmenthaus will not be liable for such loss or damage or for the contents of such vehicles.

### Smoking

Smoking is strictly prohibited in the entire building and in all the apartments. For any violations, a fine of €100 will be charged. In the apartment building, the fire alarm system is directly connected with the Munich Fire Department.

### Laundry room

Access to the laundry room of each floor is activated by means of the room chip. The use of the laundry room is at your own risk. The apartment building will not assume any liability for resulting damage to objects or persons. In case of problems, please contact the company Reichhuber directly: Tel.: 089 / 8241283.

### Room cleaning

The apartments are cleaned once a week. The kitchens are excluded. Towels and bed linen are changed once a week. If you wish your room to have an additional cleaning, to receive an additional change of linen or to have the kitchen cleaned, we will be happy to arrange for these services for you for an additional fee. Please contact our office to request such services.

In addition, our General Terms and Conditions (GTCs) apply.

You will find these in front of our office on the 3rd floor or at [www.apartmenthaus-international.de](http://www.apartmenthaus-international.de).