

General House Rules

As at 01/03/2021

Dear Guests,

To ensure that your stay at Wombat's 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 Wombat's Hostels. You will be notified of any special rules that apply to the individual hostel on arrival.

I. Rooms

- ‡ A maximum stay of 7 nights applies.
- ‡ Persons under 18 are not permitted to sleep in dormitories. Minors may only stay in private rooms if accompanied by a parent or at least one legal guardian. Exceptions: see General Terms and Conditions of Business for groups
- ‡ The hostel will provide at least one keycard per room. In case of loss of the keycard a fee has to be paid.
- ‡ On the day of arrival, the rooms will be available from 2:00 p.m. On the day of departure, the rooms must be cleared by 10:00 a.m. unless late check-out up to 1:00 p.m. has been booked. If the guest does not check out in time, a surcharge will be charged according to the General Terms and Conditions of Business.
- ‡ Animals are not allowed in the hostels.
- ‡ Food in the rooms is not allowed for hygienic reasons. You are welcome to bring and consume your own food in the public areas (guest kitchen).
- ‡ During your stay in the hostel we ask you for environmentally friendly behavior, especially when dealing with water and electricity.
- ‡ Please note that public areas in the house can be video monitored for security.

II. Meals

- ‡ No food or drink may be taken out of the breakfast buffet room. Please return the used crockery and any refuse to the collection point.

III. Guest kitchen

- ‡ Please wash up all crockery and replace it in the cupboards provided. Please clean up immediately after use 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 hostel will remove unlabelled or spoiled food or food belonging to guests who have checked out. The hostel accepts no liability for food.

IV. Peace at night, Order & Security

- ‡ From 10:00 p.m. till 6:00 a.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 hostel expects that other guests, neighbours and staff are treated with respect.
- ‡ Discriminatory behaviour of any kind is not permitted at Wombat's!
- ‡ Guests are not permitted to lean out of windows, sit on windowsills, throw items out of the window or shout out the window.
- ‡ Emergency exits (including via the windows) and fire ladders may only be used in emergencies.
- ‡ The maximum load of the lifts must always be observed. In the event of improper use, the hostel accepts no liability, and any costs incurred consequently must be settled at the hostel.
- ‡ Persons not booked into the hostel are not allowed to enter; exceptions may apply with a written consent of the hostel.
- ‡ The hostel reserves the right to charge a fee for damages and gross soiling by the guest.

V. Alcohol, Smoking, Illegal Drugs & Weapons

- ‡ Alcoholic drinks must not be consumed in the rooms.
- ‡ Smoking is strictly prohibited in all areas of the hostel. The same applies to the interference with smoke alarms or the unauthorised opening of emergency exits.
- ‡ Illegal drugs or weapons must under no circumstances be brought into the hostel and will result in immediate ejection. In any event the relevant authorities will be notified.

VI. Miscellaneous

- ‡ Further, the General Terms and Conditions of Business of Wombat's Hostels shall apply – these may be downloaded from www.wombats-hostels.com or can be obtained from the hostel.
- ‡ Gross breaches of the house rules or the General Terms and Conditions of Business or the failure to heed instructions from the staff shall result in ejection from the building.
- ‡ Any payment already made for services shall not be refunded.

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 Wombat's!