

## General House Rules

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.

### **Principle of equal treatment and prohibition of discrimination:**

Any discriminatory behaviour and/or harassment of groups or individuals, in particular based on gender, ethnicity, sexual orientation, religion/belief, age, appearance or social origin, is not permitted in Wombat's Hostels.

### **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 a person over 18 authorised by their legal guardian or with a written declaration of consent. Exceptions: see General Terms and Conditions of Business for groups

For the check-in the presentation of an official photo ID is required.

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. If the guest does not check out in time, a surcharge will be charged according to the General Terms and Conditions of Business.

Pets are not allowed in the hostels, exceptions are made for certified support animals.

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), except the bar during opening hours.

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

### **Meals:**

No food or drink may be taken out of the breakfast room.

Please return the used crockery and any refuse to the collection point.

### **Guest kitchen:**

Please wash up all crockery and replace it in the cupboards provided. Out of respect for other guests please clean up immediately after yourself.

You may store your own food and drinks 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.

### **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.

Smoking and gathering is forbidden in front of and in the vicinity of the hostel from 10.00 p.m. till 5.00 a.m.

Guests are not permitted to lean out of windows, sit on window sills, throw items out of the window or call from the window. Emergency exits (including via the windows) and fire ladders may only be used in emergencies.

The maximum load of the lifts must be observed at all times. In the event of improper use, the hostel accepts no liability, and any costs incurred as a consequence 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.

Persons not booked into the hostel are not allowed to enter. Exceptions may apply during the consumption of a catering service provided by the hostel in the premises designated for this purpose. These persons are not allowed to enter the rooms and other areas of the hostel without exception.

The hostel reserves the right to charge a fee for damages and gross soiling by the guest.

### **Hygiene and health regulations:**

All persons present in the hostel must comply with the currently valid official and company hygiene and health regulations as posted at the reception.

### **Alcohol, Smoking, Illegal Drugs & Weapons:**

Alcoholic drinks must not be brought into the hostel.

Smoking (including e-cigarettes, vaping, etc.) 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.

### **Miscellaneous:**

Furthermore, the General Terms and Conditions of Business of Wombat's Hostels shall apply – these may be downloaded from [www.wombats-hostels.com](http://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 comply with instructions from the staff shall result in expulsion 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!**