

**ARRIVAL AND DEPARTURE:**

The rooms can be occupied on the day of arrival from 2 p.m. until 6 p.m. at the latest (or until 10 p.m. for guaranteed bookings with a provided credit card or pre-payment). The departure takes place on the day of departure no later than 11 a.m.. After 10 p.m. on the day of arrival your right to the room and the payments made expires. Cancellation fees may be charged.

If you can only arrive after 10 p.m., you can make use of our late check-in service by prior arrangement (by telephone or e-mail). You can then arrive until midnight. For this service we charge 25 € per starting hour.

**KEY CARD / SAFE KEY:**

If you lose the key card or the safe key we will charge a fee of 50 € each. If you need to leave the room before 7:00 a.m., leave all keys in the room on the table and close the door behind you. If you lose / relocate your key after 10 p.m. and the reception is no longer available, please call: +49 160/93945140. An employee will be on his way and open the door for you. For this service we charge you a fee of 50 €. Please allow up to one hour for waiting.

If the key card is handed over at the reception during a stay of several days, it must be picked up again by 10 p.m. at the latest, otherwise the room will be canceled. In this case, your entitlement to the room and the payments made so far expire.

**INVENTORY AND DAMAGES:**

If you find damage in your room upon arrival, please inform us immediately so that you can not be held responsible. Willful damage / theft or damage caused by negligence will be reported if the damages are not paid locally. It is not allowed to remove furniture or inventory from the rooms (for example chairs, blankets or towels).

**CLEANLINESS:**

For coarse pollution, a cleaning fee will be charged. In the case of irreversible pollution, the soiled object must be replaced. Downtime costs can arise if the cleaning must be carried out by a cleaning company.

**HOUSEKEEPING:**

Room cleaning takes place between 9 a.m. and 2 p.m.. Please make sure that you move your private items (such as clothing) aside. Our maids are not allowed to touch or move items of guests. Rooms with a "do not disturb" sign will not be cleaned. From 2 p.m. onwards, a subsequent cleaning of the room is not possible.

**SMOKING BAN:**

Smoking is strictly prohibited throughout the house. This also applies for electric cigarettes. In case of infringement, a fee of 200 € will be charged plus any loss of sales resulting from no further rental of the room. The accommodation contract is terminated immediately without refund of the payments made so far. The fee is payable and the room is to be vacated immediately. For the triggering of the smoke detector and the associated fire alarm, the guest is fully liable.

**ELEVATOR USE:**

Please note the maximum load capacity of 4 persons or 300 kg. If 4 people exceed the maximum load of 300 kg, this is not permitted. In case of improper use, the Hotel Gerhard assumes no liability. The resulting costs for e.g. Emergency service or repair, are to be borne by the guest.

**NIGHT REST:**

From 10 p.m. to 6 a.m. we ask you to behave quietly in the hallways, in the room or outside the building, so that the rest of other guests is not disturbed. During this time, stopping in the yard is prohibited.

**LOST PROPERTY:**

Lost property is kept for two weeks and then disposed of. The hotel assumes no liability for damage to the property. The costs for the return are taken over by the guest.

**BREAKFAST:**

The breakfast times are from Monday to Friday from 6:30 a.m. to 9:30 a.m. and Saturday and Sunday from 7 a.m. to 10 a.m.. On German holidays from 8 a.m. to 10 a.m.. If you are unable to attend the times, there is no right to a refund of the breakfast. The entrainment of food and drinks from the buffet is not permitted. Breakfast is taken only in the breakfast room.

We kindly ask you to leave the breakfast room after the breakfast time is over, since from this time the cleaning begins.

**PETS:**

Pets are not allowed. Guests arriving with pets can be turned away.

**VISITORS:**

Persons who are not booked in the hotel, the access to the hotel property is granted only after prior registration and approval at the reception. Between 2 p.m. and 10 p.m. are the visit times. From 10 p.m. all visitors must leave the hotel property. If this does not happen, 50% of the room rate will be charged to the guest.

**ALCOHOL:**

The bringing of alcoholic beverages is not permitted. Alcoholic beverages can only be purchased at the hotel, either at the bar or from the vending machine. The consumption takes place either in the room or at the bar. In the hotel yard the consumption of alcohol is not permitted. Drunken guests and visitors are prohibited from stopping in public areas and are denied access to other drinks. Furthermore, the consumption and serving of alcoholic beverages is subject to the provisions of the Youth Protection Act.

**FOOD AT THE HOTEL:**

The preparation of food in the room is not permitted. Meals and drinks may only be taken in the room.

**PARKING SPACES:**

For parking in the courtyard or in the garage we charge a parking fee of 6 € / day. Parking spaces are subject to availability. Parking fees are not included in the room rate.

**OPENING HOURS:**

We kindly ask you to respect our opening times and to take them seriously. From 10 p.m. on, all public rooms including bar and breakfast room must be vacated.

**CONCLUSION:**

The hotel and its employees are entitled to exclude individual guests or groups who violate the house rules or behave unlawfully on the hotel property from the further housing without reimbursement. For groups the booker or the organizer is liable for offenses of individual guests.

Please note that the house rules necessarily requires your consent in order to book a room with us. In case of discrepancies or queries, the staff of our reception are at your disposal. The general terms and conditions can be found at: [www.hotel-gerhard.de/en/tac](http://www.hotel-gerhard.de/en/tac)