

House Rules / Terms and Conditions

(General terms and conditions of business)

Apartment The Moselle Gate to Koblenz
Annette & Sebastian Seibrich GBR Stephanusstr. 30 56332 Lehmen

The house rules and the general terms and conditions apply in the German version.

The landlord has tried to translate this into English, but the landlord assumes no liability for this and refers to the German version of the text.

Our apartment is a non-smoking apartment.

We therefore ask you NOT to smoke in the apartment. Thank you very much.

Arrival and departure

The holiday apartment can be occupied from 4 p.m. on the day of arrival. Please tell us your expected arrival time a few days before arrival. The keys are handed over after individual agreement.

On the day of departure, the apartment must be vacated by 10:00 a.m. (for exceptions, see "Late check-out"). All used crockery is to be put back clean in the cupboards, the beds do not have to be removed. Please throw all used towels in a heap on the floor before departure.

Bath

To avoid limescale deposits, we ask you to wipe off the shower tiles after showering. If possible, leave the window and the door open for ventilation.

No hygiene products, rubbish, leftovers, harmful liquids, fats, etc., may be thrown or poured into the shower and toilet, as this can lead to unpleasant blockages. Please use the options provided.

Damage

No one intentionally breaks things, but breaking something can happen to anyone. If this should happen, we ask that you report the damage to us immediately, so that we do not only find out about it after your departure during the final cleaning. The guest is liable for damage in the amount of the replacement costs.

Visitor

For your visitors who are not guests of our holiday apartment, we charge a flat fee of 10 euros per day. We kindly ask you to let us know if you are expecting visitors and the number of people.

Bedding

We provide you with bed linen for the duration of your stay. You do not need to withdraw the references before you leave.

Pay

The full rental amount is to be paid in cash before/when moving into the apartment or early by bank transfer. If a down payment is made, this is of course deducted and the remaining amount is to be paid. Unfortunately, we do not accept credit cards, EC cards or checks.

Fire hazard

In order to avoid a possible fire, the following must be observed. The washing machine and dryer can only be used when the guests are there themselves. In addition, the entire curtain in front of the machines urgently needs to be opened.

Smoking and open fire (incl. candles) are prohibited in the holiday home. If the iron has been used, it must not be put away in the cupboard when it is still warm. It has to be completely cooled down first.

Used charcoal and ashes may not be disposed of by the tenant himself. For this purpose, the tenants contact the landlord.

Ticketing

Bookings or inquiries can easily be made online via www.seibrich.de.

Method:

1. Online booking at www.seibrich.de
2. If the booking is successful, an order confirmation is sent automatically by e-mail.
3. The guest then pays the deposit fee to the landlord.
5. Final payment upon arrival in cash or in advance by bank transfer.

The booking is only made with the booking confirmation and is binding. At the same time, you accept our house rules/terms and conditions and cancellation regulations.

Cover

Additional blankets are available in the apartment. These are for in-house use only and we ask that you do not use them as picnic blankets.

Final cleaning

Unless otherwise agreed, the costs of the final cleaning are included in the flat rate. They are calculated on a normal cleaning effort. The apartment must be left swept clean on departure, dishes must be washed and taken care of (see "Arrival and departure"), please separate the garbage (see "Waste"). The guest must dispose of the rubbish in the rubbish bins outside at the latest upon departure.

If there is still particularly heavy soiling on departure, this will be charged at cost.

Hairdryer

We provide you with a hairdryer for the duration of your stay. This can be found in the tall cabinet in the bathroom.

Grills / deep fryers

The use of fondue and raclette devices, table grills, "hot stone" table devices, deep fryers and all similar devices (regardless of whether they are powered by electricity, gas or fire) are expressly not permitted either indoors or outdoors.

Liability

The landlord is not liable for valuables belonging to the guest(s).

Towels

We provide you with towels for the duration of your stay. You will find extra towels in the closet in the bathroom. Please throw the used towels on the floor before departure.

Domiciliary rights

Under certain circumstances (very rare) it may be necessary for the landlord to enter the holiday home without the knowledge of the guest.

Pets

Animals are not allowed in the apartment.

Internet/ Wifi

There is a wireless Internet connection (Wifi) in the apartment. Please ask us for the access code.

Cot/ high chair

On request, we can provide you with a travel cot including bed linen and/or a high chair free of charge. Please just let us know what you need when booking.

Kitchen

The kitchen was recently completely reinstalled. Please be careful with the

kitchen equipment and the technical equipment. If the dishwasher is not fully loaded, please use the short program.

Please only put the dishes back in the cupboards when they are clean, the same applies to cutlery, pots and utensils that you have used. No rubbish, leftovers, harmful liquids, fats, etc. may be thrown or poured into the sink, as this can lead to unpleasant blockages.

Termination

In the event of a violation. contrary to the rental conditions, the landlord can terminate the rental contract unilaterally and the guest has to leave the apartment immediately. In this case, there is no right to a refund of the rental price.

Airing

To avoid mold formation, we ask you to ventilate the rooms sufficiently, at least once a day for 5-10 minutes and especially after showering. Please leave the shutters open during the day.

Garbage

Since we are obliged to separate waste, we ask you to help us with this. The waste is to be separated according to:

- > Packaging material according to the yellow bag (all packaging with the green dot, no leftovers)
- > paper
- > residual waste
- > Biowaste (food leftovers, everything that does not fall under the first three categories)

We provide garbage bags for you. Please dispose of your old glass yourself, glass containers can be found approx. 200 m away at the soccer field. Reusable bottles and other deposits must also be disposed of independently at the place where they were purchased.

Extra costs

Unless otherwise agreed, water, electricity, heating and garbage are included in the rental price. These costs are calculated for normal consumption. If they are above average, the landlord reserves the right to charge additional costs.

Parking facilities

You can park directly in front of the apartment, other public parking spaces are in the immediate vicinity.

If the guest is provided with a parking space, this does not result in a safekeeping contract.

The lessor is not liable for loss or damage to motor vehicles parked or maneuvered on the property and their contents, except in the case of intent or gross negligence.

Price reduction

There is no entitlement to a price reduction in the event of a short-term failure of furnishings, public utilities or force majeure. Defects in the holiday apartment must be reported to the landlord immediately. The guest grants the landlord a reasonable period of time to remedy the defects. Later complaints will not be accepted and cannot be offset.

Smoking

Smoking is strictly forbidden in our holiday apartment. Damage such as burn marks and holes in or on furniture, floors, bed linen, tablecloths, etc. means that we have to charge you for this at replacement value. It is possible to smoke outside, please do not dispose of leftovers on the property but in the ashtray.

Cleaning

If you ever have an accident (extreme dirt, liquids on the floor or work surfaces, etc.), we ask that you remove this immediately. Brooms, dustpans, buckets, mops and cleaning supplies are available. We ask you to leave the apartment swept clean on departure and to put all used dishes back in the cupboards.

Rest periods

The apartment is located in a purely residential area. In the interest of being a good neighbor, we ask you to observe the public rest periods such as lunchtime, nighttime and Sunday rest. Out of respect, silence should also be observed in the holiday apartment itself between 10:00 p.m. and 5:00 a.m.

Key

Please never give out the keys. Lost keys must be reported immediately and the guest is liable up to the cost of replacing the entire locking system.

Shoes

We ask you, especially in the wet months, not to walk in street shoes in the apartment.

Due diligence

We ask our guests to treat the rental property with care and to ensure that fellow travelers and relatives also comply with the rental conditions. Please pay particular attention to your children.

The front door and the side entrance door (to the bicycle room) should always be closed and locked twice with a key when leaving the house. Likewise, all windows must be closed and locked with the key when leaving the apartment in order to avoid possible damage caused by storms or burglary. Water and electricity resources should be used sparingly.

Late check out

Late check-out between 12:00 p.m. and 6:00 p.m. is charged at half the daily rate. Late check-out after 6pm will be charged one night's accommodation. A later check-out must be agreed in writing between the guest and the landlord.

Cancellations

We do not hope that you will have to cancel your holiday unplanned. However, should this occur, the following cancellation fees will apply:

You can cancel the completed booking FREE of charge up to 60 days before arrival,

if canceled 30-59 days before arrival, 30% of the booking costs are due.

if canceled 29-1 day(s) before arrival, 90% of the booking costs are due.

In the event of late arrival or early departure of booked stays, the entire booked service period will be charged.

Cancellations must be made by 12 noon CET (Central European Time) on the day in question.

If no prior verbal or written cancellation is made, we unfortunately have to charge the full amount.

Phone

There is no telephone in the apartment.

Early departure

No refund will be given in the event of early departure.

Wireless Internet access

See under "Internet"

Additional cleaning

Should intermediate cleaning be desired during your stay, we can organize this for you. These will then be billed according to our final cleaning fee (price per hour).

Severability Clause

"Should individual provisions be ineffective or unenforceable or become ineffective or unenforceable after the conclusion of the contract, the validity of the contract including the house rules / general terms and conditions (General Terms and Conditions) remains unaffected."