



Wassergasse 11

REGENSBURG

House Rules

Dear guests,

we are pleased that you are spending your vacation at Wassergasse 11 in Regensburg and wish you a pleasant stay.

If you miss something in your apartment or need help, you can contact us confidentially, so that we can quickly fix any shortcomings for you. Please handle the furnishings and inventory with care and treat them as if they were your own.

The house rules are there to create the conditions for a comfortable stay for everyone. Therefore, we ask you to comply with the house rules and hope to meet with understanding.

Arrival may only take place if there are no symptoms of a contagious flu or cold or COVID-19 infection (e.g. fever, dry cough and shortness of breath), or corresponding illnesses/symptoms are present in the household or close personal environment. Likewise, symptoms occurring during the stay are to be reported immediately and a departure is to be considered.

With the booking of a vacation apartment we assume acceptance of these house rules.

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1. Arrival and departure

Self-check-in for the apartments in Wassergasse 11 can be done from 15:00 on the day of arrival and self-check-out on the day of departure until 10:00. **Please note that parking in front of the house is only allowed for a short time for loading and unloading.** Free public parking is available about 500m away at Regensburger Dultplatz, Am Protzenweiher, 93059 Regensburg.

In order to ensure a relaxed check-in and check-out for you, you will receive an access code by e-mail before arrival, which you can use to access your rented apartment via our code-key system. The transmitted access code may only be passed on to registered guests. Passing on to third parties, persons not known to us, is not permitted.

The apartment is to be left broom-clean. Upon departure, please make sure that all leftover food is disposed of and the refrigerator and freezer are emptied. The refrigerator and dishwasher must be turned off and the doors opened. Dishes, silverware, glasses and kitchen utensils are to be returned to the cabinets clean and washed. There is a dishwasher available for use.

We ask that you properly dispose of trash from all trash cans in the designated trash cans in the courtyard. Please also note point [6. Waste and waste separation](#).

All windows must be closed and all electrical appliances turned off. Please also remember to report any damage or loss to us. The best way is to call 0941/56997752 (available Mon-Fri from 6am-8pm, Sat from 8am-6pm and Sun from 9am-6pm) or email kontakt@wassergasse11.de.

Finally, the entrance door must be closed.

2. Purpose of use

The vacation apartment may be used primarily for vacation purposes and for overnight stays. Other uses of any kind, especially commercial, are prohibited without prior consultation with us and our approval.

3. Bathroom

Please make sure to remove the shower walls incl. glass after showering to avoid lime deposits. **No hygiene products, diapers, waste, leftover food, harmful liquids, etc. may be disposed of in the toilet, sink or shower.**

4. Kitchen

Only put dishes, pots, cutlery or appliances back into the cupboards when they are washed and dry.

In the area of the stove (ceramic hob), make sure that no cables, e.g. from the coffee maker, the kettle or the toaster, run across the ceramic hob, otherwise there is a risk of fire.

5. Damages

Nobody damages things on purpose. Nevertheless, it can happen that something gets broken. We therefore ask you to report any damage to us immediately. The best way is to call 0941/56997752 (available Mon-Fri from 6 am to 8 pm, Sat from 8 am to 6 pm and Sun from 9 am to 6 pm) or send an email to kontakt@wassergasse11.de. The liability for the damage is max. the amount of the replacement or repair costs.

6. Waste and waste separation

Waste separation must be strictly adhered to. Please use the containers provided for paper/plastic/metal/glass and residual waste. Waste bags will be provided for the residual waste..

7. Co-travelers/visitors

o-travelers are to be indicated in advance. Additional guests must therefore be notified before booking so that bed linen and towels can be provided. Not indicated guests are not allowed to stay overnight in the apartment.

The guest is responsible for any damage caused by visitors or non-booked guests. It is prohibited that visitors spend the night in the apartment.

8. House Right

The house right is incumbent on the landlord.

9. Rest/quiet times

The applicable public rest periods must be observed. The night rest goes from 22:00 - 07:00. Despite the quiet hours in the apartment, there may be noise disturbances from the urban environment, on which the landlord has no influence. All guests of our apartments have to behave in such a way that other guests are not disturbed, bothered or endangered. Mutual consideration is required.

In particular, the volume of conversations, telephone calls and music must be adjusted so that neighbors in the house and adjacent are not disturbed. Please remember in particular that voices and volume are amplified, especially in the courtyard.

10. Smoking

Smoking in the apartments and throughout the house is prohibited. Violation will cause an expense (for disinfection etc.) in the amount of € 400,-. Fire stains and all damage caused to and in the apartments must be replaced. If you smoke outside, please make sure that you dispose of the completely cooled cigarette remains, for which we provide ashtrays (under the sink). We ask you to empty the ashtray properly upon departure.

11. Exterior

Barbecues are not allowed outside, especially on balconies and roof terraces.

12. Pets/dogs

Pets/dogs are not allowed in our apartments.

13. Devices

Please do not make any changes to the settings of the devices such as the TV.

14. Internet

You will find the access code for the Internet on the sideboard next to the TV. For important terms of use regarding the use of the internet, please refer to the general rental conditions.

15. Duty of care

Please take care of your fellow travelers, especially your children and their supervision.

The apartment door must always be closed when leaving the apartment.

16. Termination and liability

Cancellation is possible in case of repeated violation of the rental conditions without the right to a refund of the rental price.

We assume no liability for your valuables.

A price reduction in case of short-term failure of furnishings, public utilities or due to force majeure will not take place. Please contact us immediately by phone 0941/56997752 (available Mon-Fri from 6 am to 8 pm, Sat from 8 am to 6 pm and Sun from 9 am to 6 pm) or by e-mail to kontakt@wassergasse11.de, and we will remedy the situation as soon as possible. For more detailed information, please refer to our general rental conditions.

17. Cleaning

You are responsible for cleaning your apartment during your stay. We will provide you with the necessary equipment and resources. An initial supply of consumables (washing-up liquid, dishwasher tablets, dishcloths, toilet paper) can be found in the apartment. A cleaning bucket and a mop are available in the laundry room. Please put both back there after use.

Regardless of the final cleaning, on the day of departure, please make sure to dispose of all leftover food and empty the refrigerator and freezer. You will assist us greatly if you dispose of trash from all trash cans into the designated trash receptacles. Please make sure that the garbage is separated. The apartment is to be left broom clean. All windows are to be closed and all electrical appliances are to be switched off.

Intermediate cleaning can be organized for a fee.

The final cleaning will be done by our cleaners. The final cleaning also includes a linen package. The final cleaning can not be done by yourself, as it must meet assured qualitative aspects and applicable hygiene regulations.

18. Further services

Further services can be booked with our team on site e-mail. We offer the following services

- Equipment for up to 6 persons (towels and bed linen) with 6 persons occupancy
- 2 dish towels
- 1 bath mat
- Bed linen set per person (comforter cover, pillow case, bed sheet)

19. Bicycles

See interesting facts from A to Z about Wassergasse 11.

We wish you a pleasant stay, relaxation and fun in your vacation apartment. For questions and information we are at your disposal. The best way to reach us is by phone: 0941/56997752 (available Mon-Fri from 6 am to 8 pm, Sat from 8 am to 6 pm and Sun from 9 am to 6 pm) or e-mail to kontakt@wassergasse11.de.

You will find further information, useful tips and hints for organizing your stay on our homepage under "Interesting facts about Wassergasse 11 from A to Z" and in the other documents.

Please also check our General Terms and Conditions.

We are glad that you are here and wish you a nice and relaxing stay at the

