

# House Rules

Dear Guests!

Our holiday apartment / our holiday home should be a second home for you. You should be able to feel comfortable and relax. We have put a lot of effort into the furnishings and hope that you will find everything you need. The following house rules are intended to help ensure a harmonious stay. We have also listed a few rules and hope for your understanding. By treating the accommodation with care, you help us continue to offer satisfactory premises to you and other guests in the future.

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## 1 General

We warmly welcome families, friends and couples and look forward to hosting you in our holiday home. **Please understand that groups of “party people” (stag/bachelor parties, drinking parties, loud parties with shouting) are not permitted here.**

**Day visitors and unregistered overnight guests are not permitted without prior approval from the landlord.**

If you are missing anything in the furnishings or need help, please feel free to contact us. All items that are located in the holiday apartment/holiday home or on the balcony or terrace, or that belong to it, may and should be used by guests. Please treat all furnishings and inventory with care and handle the rental property responsibly. Please ensure that your fellow travelers also comply with the rental conditions.

### 1.1 Right of Access

If repairs are urgently required, it may be unavoidable for the landlord to enter the holiday apartment without the guest's knowledge.

### 1.2 Keys

Please never hand over the keys. When leaving, always deposit the key in the designated key safe. Any loss of keys must be reported immediately, and the guest is liable up to the replacement cost and/or the cost of replacing the locking system.

### 1.3 Liability

The landlord is not liable for the guest's/guests' valuables.

## 2 House and Facilities

### 2.1 Kitchen

Please treat the kitchen fittings and technical appliances with care. Since a dirty kitchen pleases no one, please only put dishes, pots and cutlery back into the cupboards when they are clean and dry. Please do not place hot pots or other hot items on tables or worktops without a trivet. Always use a cutting board when cutting. Please leave the interior of used appliances (e.g., oven or microwave) clean.

### 2.2 Bathrooms

To reduce humidity and prevent mold, please switch on the exhaust/ventilation systems when using the bathrooms (if available and separately switchable).

### 2.3 Sauna and Fitness Room

Use of the sauna and proper use of the fitness equipment is at your own risk. Be responsible with your health and the equipment. Stop using them as soon as you feel unwell.

## 2.4 Grill Hut and Outdoor Hot Tub

If you use the additionally chargeable booking options such as the grill hut and the outdoor jacuzzi, please observe the following.

### 2.4.1 Grill Hut

Cleaning of the grill hut is not included in the final cleaning of the holiday home. If you use the grill hut, all items used as well as the grill must be left clean. Please note that using too much wood and/or charcoal can lead to increased sparking and damage to the furnishings. Use only the birch wood and grill briquettes we provide as fuel. Please proactively report any damage or burn marks to the furnishings so that we can clarify the settlement of damages.

### 2.4.2 Outdoor Jacuzzi / Outdoor Hot Tub

Proper use of the hot tub is at your own risk and excludes any liability.

Our outdoor jacuzzi operates year-round at a temperature between 35° and 38°C (usually 37°C). In this temperature range, the water is highly susceptible to germs and therefore requires intensive care. The hot tub runs continuously and, thanks to the built-in heater and the integrated cleaning systems such as a two-stage water filter, ozone and UV disinfection, ensures optimal water quality around the clock. In addition, water quality is maintained by adding chlorine. Due to use, it is necessary that you add additional chlorine yourself in the evening after use. We provide this in pre-dosed form and will instruct you accordingly. **Adding your own or self-brought water additives (e.g., for cleaning or adding fragrances) is not permitted!**

However, water quality also depends to a considerable extent on correct use by guests. Please only enter the hot tub after showering. Wear bathing shoes up to the hot tub and make sure you do not bring contaminants such as grass or dirt into the water. If you consume drinks in the hot tub, please ensure that none of them gets into the treated water.

Please uncover the hot tub only while it is being used and otherwise keep it closed to protect it from heat loss and dirt. Please use the pool only with as many people as will not cause water loss by splashing over. Do not top up the pool with water yourself! After fresh water is added and heated to operating temperature, it must be treated appropriately with various additives (limescale remover, pH reducer, etc.).

Using the hot tub for too long (> 1 hour) or too intensively can also cause discomfort and physical problems. Use the hot tub in moderation. Stop using it as soon as you feel unwell.

Small children (1-6 years) are excluded from using the pool. If children (7-14 years) use the hot tub, please pay particular attention to compliance with bathing rules and, above all, protect your children from drowning. A hot tub is a wellness appliance, not a paddling pool. This is another reason to keep the hot tub closed when not in use and to supervise children especially closely while it is being used.

## 2.5 Internet/Wi-Fi and Telephone

Wireless internet access (Wi-Fi) is available in the holiday apartment/holiday home.

The Wi-Fi network is shown as **FH-HighSpeed**.

The Wi-Fi password is **5008 8511 5977 5217 7493**.

Use of the internet via the Wi-Fi connection with your own Wi-Fi-capable device (laptop, PDA, smartphone, etc.) is free of charge for the renter.

You use the internet at your own risk; the landlord excludes any liability in connection with the renter's internet use. Do not pass the access code on to unauthorized third parties.

In Herrenwies, depending on the provider, there is no or poor mobile phone reception. For emergencies we have provided a landline telephone. This phone may only be used for emergencies and not for private calls. The landlord reserves the right to charge the renter for unauthorized use outside of emergencies or for service charges incurred by calling fee-based numbers.

### **3 Your Stay and Conduct in the Holiday Home**

#### **3.1 Arrival and Departure**

Arrival is generally from 16:00. By arrangement, arrival can also be flexible. A key safe is installed at the entrance. On the day of departure, we ask our guests to vacate the holiday apartment/holiday home by 10:00 at the latest, unless an individual time has been agreed. Upon departure, used appliances and dishes must be washed and dried, and the holiday apartment/holiday home must be left broom clean. Please dispose of waste in the designated bins. Final cleaning of the rooms and bathrooms is carried out by the landlord.

#### **3.2 Ventilation**

To prevent mold growth, please ventilate the rooms sufficiently: at least once a day by airing fully for 5-10 minutes, and especially after showering.

#### **3.3 Duty of Care**

We ask our guests to treat the rental property with care and to ensure that fellow travelers and family members also comply with the rental conditions. The front door should generally be kept closed and locked with the key when leaving the house. Likewise, all windows must be closed when leaving the property to avoid possible damage from storms or burglary. Please use water, heat and electricity sparingly.

#### **3.4 Damage**

No one damages things intentionally, but it can happen to anyone that something breaks. We would appreciate it if you report any damage that occurs so that we do not only discover it after your departure during final cleaning. The renter is liable for damage up to the replacement cost.

#### **3.5 Waste Disposal**

Waste is separated into residual waste (large square black bin), glass (small round black bins), paper (large green bin) and packaging (large black bin with a yellow lid). Corresponding containers are available on the property or in the garage. Please dispose of compostable waste in our composter in the garden.

Please use bathroom trash bins and cosmetic bins only with bin liners and dispose of them, tied closed, in the residual waste bin. Do not throw or pour waste, food scraps, harmful liquids or similar into the kitchen sink, toilets, washbasins or shower! Avoid anything that could clog the pipes (no hygiene products in the toilet).

#### **3.6 Cleaning**

If an accident happens (heavy dirt, liquids on floors or work surfaces, etc.), please clean it up immediately. We ask that you leave the holiday apartment broom clean on departure and put all used dishes back into the cupboards clean. Provided and used devices such as the grill, wok, raclette, etc. must be left cleaned.

### **3.7 Quiet Hours**

In the interest of good neighborly relations, we ask you to observe public quiet times such as midday, night-time and Sunday rest. This applies especially to the use of our outdoor attractions such as the grill hut or outdoor jacuzzi. Out of consideration, quiet should also be maintained inside the holiday apartment between 22:00 and 07:00.

### **3.8 Smoking**

Smoking is not permitted in the holiday apartment/holiday home. This includes classic cigarettes, electronic cigarettes (e-cigarettes/vapes) and tobacco heaters. Please leave the holiday home to smoke. Ashtrays are provided outside. Please dispose of fully cooled cigarette ends in the black residual waste bin.

### **3.9 Pets**

Bringing pets is not permitted.

## **4 Miscellaneous**

### **4.1 Parking**

You may park directly in front of the holiday home; additional public parking spaces are in the immediate vicinity. If you are provided with a parking space, this does not constitute a safekeeping contract. In the event of loss or damage to motor vehicles parked or maneuvered on the property and their contents, the landlord is not liable except in cases of intent or gross negligence.

In winter, please observe the posted sign "Caution: roof avalanche hazard". If there is increased snowfall, park on this side of the house at a sufficient distance from the building to avoid hazards and damage caused by snow sliding off the roof.

### **4.2 Parking and Charging Electric Vehicles**

Parking and charging electric vehicles in the garage is prohibited. Likewise, charging the vehicle using electricity from the holiday home's "normal" (220V) socket outlet is prohibited.

Only use our installed wallbox and the provided charging cable to charge electric vehicles. Self-brought adapters are not permitted. Please contact us so we can clarify billing for charging costs and provide you with the RFID card to activate the wallbox. If we do not have a suitable connection, please use the public charging infrastructure at the Schwarzenbach reservoir.

### **4.3 Seasonal Responsibilities**

#### **4.3.1 Warm Season**

During the warm season, if it is noticeably dry, please water the potted plants outdoors. Watering cans and a water connection in the garden bed (note: this is water from the rainwater cistern - NOT DRINKING WATER) are provided.

#### **4.3.2 Cold Season**

During the cold season, the driveway and entrance area must be cleared of snow and ice. The driveway area is jointly the responsibility (50% each) with the neighbour. A snow shovel and de-icing salt are provided. Please note the risk of roof avalanches in the parking area in front of the house.

By booking the holiday apartment, we assume that these house rules are accepted.  
Thank you for your attention.

We wish you a pleasant stay, lots of fun, relaxation and recreation. If you have any questions, we will be happy to help.

Your hosts

*Katja & Markus Junker*