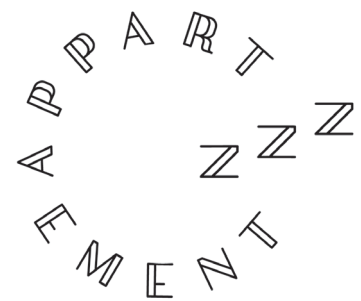


Dear guests!

It is our wish and our special concern making you feel comfortable and at home in our apartments. Nevertheless, in order to avoid misunderstandings, we are asking you to read and accept our house rules and terms and conditions in advance. We thank you for allowing us to welcome you as our guest in our apartments and wish you a pleasant stay!

Fam. Bauer



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HOUSE RULES and TERMS and CONDITIONS:

BOOKING:

Booking requests can be made by e-mail or phone. A final booking must always be set out in writing.

PROCEDURE:

1. Check the booking calendar on our website, whether your desired residence period is still available.
2. Download our booking form and our terms and conditions from our download area
3. Contact us via our online booking form or by e-mail
4. Please fill in the booking form and return it by e-mail as soon as possible
5. We will send you your booking confirmation afterwards.
By receiving this booking confirmation, the booking is done and it is obligatory.
At the same time you accept our house rules / terms and conditions and cancellation policies!
6. We request an obligatory time arrangement for the hand-over of keys (at the latest one day before arrival)
7. Payment of the entire price in cash on hand-over of keys, if not verifiable transferred in advance on our bank account

CANCELLATION FEES:

Please let us know your cancellation as soon as possible!

Since we have only two apartments and our customers usually book longer in advance, short-term bookings are rarely possible. Therefore, it will be difficult for us to find short-term replacements for canceled bookings.

Cancellation up to 15 days before arrival:	free of charge
Cancellation between 14 days and 8 days before arrival:	50% of fee
Cancellation 7 to 1 day before arrival:	75% of fee
Cancelling on the day of arrival or staying away and earlier departure:	100% of the fee

In case of being able to let the apartment elsewhere, we will refund the cancellation fees for these days.

PAYMENT and HAND-OVER of KEYS:

The full rental fee has to be paid in cash when moving into the apartment or earlier by bank transfer. We are sorry that we can not accept credit cards and debit cards or checks. We ask our guests to contact us by phone or e-mail at the latest one day before arrival, in order to arrange an obligatory time for the key hand-over.

We point out that we do not run a reception like hotels do, and ask for your understanding that in case of not setting an arrival time in advance, or guests arrive spontaneously, long waiting times might occur, until someone will be on the site for handing over the keys.

CHECK-IN / CHECK-OUT

Check-in: from 14:00 (earlier check-in is subject to prior reservation)
Check-out: until 10:00 (later check-out is subject to the reservation afterwards)

GENERAL:

If you miss anything in the facility, please inform us at your earliest convenience, in order to fix any shortcomings quickly. We are happy to answer your questions about the property or providing information about the surroundings.

INTERNET USE:

If required, you can use our WLAN for free in our apartments. All guests obligate themselves with applicable law when using our WLAN.

It is forbidden:

- to illegally reproduce, distribute or publish accessible copyrighted works;
- to use the WLAN either for retrieval or for the dissemination of immoral or illegal content;
- to send or distribute degrading, defamatory or threatening content;
- to use the WLAN in order to send spam and / or other forms of improper advertising;
- to use (illegal) streaming services or other paid online services.

For all damages and claims of third parties which had been caused due to the WLAN use of the guest, the guest is financially liable.

SMOKING:

We kindly ask you to respect the following rules or book a smoking apartment or hotel in Graz.

Since we run our apartments as non-smoking apartments it is strictly forbidden to smoke in our premises. It is also not allowed to smoke at the windows.

For guests overriding this ban, we must charge an additional cleaning fee of at least € 150 (also after their stay). If there is a rental loss due to smell nuisance in subsequent reservations, the person responsible must make up for this loss.

It leaves open to the landlord, however, to relegate the guest immediately in case of non-compliance with the house rules. We ask our guests of the apartment Froschkönig to use the adjoining courtyard for smoking.

For guests of the apartment Gallerie, the courtyard-side balcony in the first floor is intended for smoking.

NUMBER OF PEOPLE:

It is not permitted to exceed the number of persons you specify. If additional guests travel with you or during the stay period, please let us know so that we can provide bed linen and towels. The surcharge for this person will be charged by the landlord. It is not allowed to house non-registered extra guests in the apartments. The temporary transfer of the apartment to third parties is prohibited.

DEFECTS AND COMPLAINTS:

We kindly ask our guests to report defects in the apartment immediately to the landlord.

The guest grants the landlord a reasonable time to remedy the defects. Later complaints can not be accepted and counted.

Furthermore, we ask the guests in case of damaging a piece of furniture, for honesty and disclosure, in order to be able to fix this damage in time, before the next guest arrives.

Before booking, our guests are asked to inform themselves about the equipment and room layout of our apartments in detail (via the usual information platforms such as homepage or obtaining information via email and telephone), as we can not take notice of complaints due to obvious lack of independent research of the guest.

EARLY DEPARTURE:

In case of early departure, no refund can be made. (Rule of cancellation fees, which are 100% during a stay)

ARRIVING BY CAR AND PARKING POSSIBILITIES:

As our apartments are very centrally located, unfortunately we can not offer you a reserved parking space for your car. We offer you to find out in advance what and where the best parking is for you. On our website you will find information and tips on this topic.

LIABILITY:

The guest / tenant is liable for damages as far as he or his fellow travellers have caused them.

Exceptions are minor items such as broken glass and similar.

In the event of damage or contamination of the building or inventory, or loss of keys, the additional costs must be balanced by the guest.

Compensation payments have to be made promptly and in cash.

Theft and intentional damage to our property will be reported to police immediately.

We ask you to note that the landlord is not responsible for the guests' valuables.

HOUSE LAW:

The apartment house management follows the house right! In urgent cases, the house management is allowed to enter the rooms for executing this right. In case of disturbance of the house peace or violation of the house rules, the management is authorized to take appropriate steps to restore order.

House bans may be executed in case of gross violations of the house peace.

FURNISHINGS:

Furniture from the interior should not be moved out of the apartments. Please leave the provided towels, in the apartment. For swimming activities outdoors, we can provide suitable towels, charging a small deposit.

KITCHEN /BATHROOM:

Food leftovers must be taken back or disposed properly, leaving the fridge, kitchen or sink empty and clean. We ask you to put the used dishes only back into the cupboards, when they have been cleaned properly. The same applies to cutlery, glasses, pots and utensils that you have used.

Don't pour waste, leftovers, harmful liquids or similar items into the sink, the dishwasher, the shower or toilet – this may cause blockages of the drain pipes.

Please do not switch off the fridge, otherwise the freezer will thaw. Furthermore we ask you not to switch off the boiler or to turn it on again one night before departure so that enough hot water is available to a new guest upon arrival. Please leave the kitchen as you found it. In case of above-average pollution, the landlord reserves the right to demand a higher final cleaning fee than regular.

RUBBISH:

Since we are obliged to separate waste, we ask you to help us with this. Our garbage cans are located in our courtyard and are divided into:

- + packaging material (yellow bag): plastic and all packaging with the green dot
- + paper
- + residual waste: everything that does not fall under the first two categories
- + organic waste: only decomposable food leftovers and plants
- + glass: a glass container is located in the Schönaugasse, close after the zebra crossing.

Of course, we will provide proper trash bags.

BED LAYOUT:

In the apartment Froschkönig there is one double bed, while in the apartment Gallerie it is possible to prepare a double bed or two single beds. Please let us know your preference in advance – we will arrange the beds in the apartment Gallerie as you prefer. Please do not move the beds (and any other inventory) on your own because the flooring could be damaged.

CHILDREN:

Children can stay with us for free up to the age of 8 years. If you need a child chair or other items for your baby / toddler, we ask you to inform us in time in order to prepare a safe and pleasant stay for your family in advance. Unfortunately, we can not provide a baby crib.

DEPARTURE:

On the day of departure, the guests are obliged to visit the apartment with the landlord, hand over the keys completely and balance any damages, if existing.