

## **House Rules**

Welcome to our hotel!

We are delighted to welcome you as our guest and want you to feel completely comfortable during your stay. To ensure a pleasant, safe, and respectful environment for all guests, we have established some basic rules in these house regulations, which form the foundation of your stay. These rules serve to protect, maintain order, and ensure the smooth operation of the hotel. We kindly ask you to observe and comply with the following provisions. With mutual consideration and respectful behavior, we all contribute to a pleasant atmosphere.

Thank you for your understanding and support.

Your hotel team

### **1. General Behavior**

Please behave considerately and respectfully towards other guests and hotel staff. Keep noise to a minimum in public areas and rooms, especially during evening and nighttime hours. Quiet hours are from 10:00 PM to 6:00 AM. Smoking is strictly prohibited in all areas of the hotel, including electronic cigarettes, cannabis, and vaporizers of any kind. Bringing and carrying illegal drugs and weapons is strictly prohibited and will result in prosecution, a ban from the premises, and notification of the authorities. Lighting candles or other flammable materials, fire pits, or open flames is prohibited throughout the hotel area. Escape routes and emergency exits must always be kept clear. Use of WLAN/LAN is permitted only for lawful purposes. Mining activities (e.g., cryptocurrencies), misuse—especially accessing, storing, or distributing illegal content, or bypassing security systems—is prohibited.

Parents are responsible for their children.

### **2. Hotel Rooms**

Hotel rooms may only be used by registered guests. Visitors must be registered at the reception. Commercial use (e.g., prostitution) is prohibited. Persons under 18 may not stay overnight without a legal guardian. Children under 16 must not be left unattended in rooms or the hotel building. Please treat the inventory with care and report any damage or defects to the reception immediately. Theft or intentional damage will be reported to the authorities.

Do not dispose of drinks, food, or other items in toilets. Use only the provided paper and hygiene bags.

The entire building, including all hotel rooms and some of the bathrooms, is monitored by fire detectors that can also respond to steam. Therefore, bathroom doors must remain closed during hot showers. If steam forms, open the bathroom door cautiously and briefly to prevent triggering the smoke detector. Avoid prolonged hot showers. If the smoke detector is triggered due to non-compliance, the guest will bear the cost of the fire department response.

### **3. Rooms/Apartments with Kitchen**

Cooking is only permitted in apartments with a built-in kitchen. Ensure adequate ventilation while cooking (open windows, use extractor hood). Deep frying with oil is not permitted. Do not place hot pots or pans directly on countertops. Use cutting boards for food preparation. Avoid smoke development. Washing clothes in sinks, showers, or bathtubs is prohibited. Wet clothes may only be dried in the bathroom above the shower or bathtub. Hanging wet clothes in living areas or on unsuitable fixtures is not allowed.

Dispose of all food waste before departure. Separate waste according to the hotel's disposal system.

#### **4. Balconies and Terraces**

Balconies and terraces are part of the hotel room/building and must be treated accordingly. Do not place hotel furniture or items from the room on balconies/terraces. Storage of items or luggage is not permitted. Do not hang clothes or towels out of windows or over balconies. Do not place food or drinks on windowsills. Disposing of food, pouring liquids, or throwing objects from balconies or window is prohibited. Leaning over railings, sitting, or climbing on balconies or windows is strictly forbidden.

Smoking and vaping cannabis are prohibited. Smoking is permitted on balconies, with the exception of the Best Western Hotel zur Post in Bremen, Best Western Premier Parkhotel Bad Mergentheim and the Best Western Parkhotel Hagenberg im Mühlkreis. Smoking out of the window is not permitted. Keep balcony/terrace doors closed and use the provided ashtray.

#### **5. Pets**

Bringing pets is subject to a fee and only allowed with prior registration and hotel approval. Ensure your pet does not disturb or endanger other guests. Pets must be leashed or in a suitable carrier in public areas. Pets must not be left unattended in rooms or on hotel grounds. Muzzle requirement applies in all areas. Pets are not allowed in the breakfast room, restaurants, or fitness/wellness areas. There is an exception for designated assistance animals. Ensure your pet does not soil or damage furniture, carpets, bedding, or other furnishings. Clean up after your pet immediately, both indoors and outdoors. Pet owners are liable for damages.

#### **6. Public Areas**

Strollers, e-scooters, and bicycles may not be stored in hotel rooms or hallways. Consumption of brought-in or delivered food and drinks is not permitted in the lobby. Please be considerate of other guests and avoid loud conversations, phone calls, or using speakerphone. Do not leave luggage or personal items unattended. The hotel assumes no liability. Public areas may only be used during opening hours. Quiet hours are from 10:00 PM to 6:00 AM. Do not exceed the maximum number of persons or weight limit in elevators. Emergency call devices are for emergencies only. Do not tamper with vending machines—shaking, kicking, or hitting is strictly prohibited. Use designated payment methods and comply with youth protection laws.

Sanitary facilities must not be misused. Do not dispose of drinks, food, or other items in toilets. Use only the provided paper and hygiene bags.

Please note that outdoor areas have limited winter maintenance.

#### **7. Restaurant and Outdoor Dining**

Please observe the opening hours of our dining facilities. Entry is only permitted with appropriate clothing (no swimwear). Children and adolescents under 16 may enter only when accompanied by an adult. Be considerate of other guests and avoid loud phone calls. Set mobile phones to silent mode. Wash/disinfect your hands before approaching the buffet. It is not permitted to take food and drinks as well as cutlery and crockery from the restaurant to other hotel areas (except to-go options, if offered). Bringing your own food and drinks is only allowed with prior approval. Do not use private decorations with flammable materials. Heaters, electric grills, or other heat sources may only be operated by authorized personnel.

Smoking is only allowed in designated areas. Dispose of cigarette butts in the provided ashtrays. Reserving tables with personal items is not permitted.

#### **8. Conference Area**

The conference area is reserved for hotel guests and registered participants. Please adhere to the agreed usage times. This is a workspace—maintain a quiet atmosphere, avoid unnecessary noise, and treat others respectfully. Handle provided equipment and furnishings with care; report any damage to reception immediately. Furniture may only be rearranged with hotel staff approval. Bringing and using personal technical equipment is only allowed with prior approval.

Decorations and promotional materials may only be displayed with hotel permission. Do not pin or tape decorations, paper, or other items to walls, doors, or furniture. Photography or filming of events is only allowed with the consent of the organizer and participants. Catering is provided exclusively by the hotel. Bringing your own food and drinks is only allowed with prior approval.

The hotel assumes no liability for personal belongings or valuables unless legally required under §§ 701 ff. BGB. The organizer is liable for any damage caused by participants. Theft or intentional damage will be reported. The hotel is not liable for data loss or damage to personal devices resulting from the use of hotel equipment.

## **9. Sauna and Pool**

Use of the sauna and pool area is permitted only during opening hours and at your own risk. Consult a doctor beforehand if you have health concerns. This area is for relaxation—avoid loud conversations, music, and phone calls. Access is restricted to hotel guests and authorized persons. Children under 16 may enter the pool area only with adult supervision. The sauna area (nude area) is for adults only. Use of phones, cameras, and tablets is prohibited throughout the sauna and pool area. Non-swimmers are not allowed in the pool area. Thorough body cleansing is required before using saunas, pools, or wellness facilities. Street shoes are not allowed. Use a sufficiently large towel as a full-body underlay in saunas, relaxation rooms, and on loungers. Swimwear is required in the pool, relaxation, and outdoor areas, but not in saunas. Please wear a bathrobe.

Bringing food and drinks is prohibited. Use the provided refreshments and water stations.

Jumping, pushing, and running on wet surfaces is prohibited for safety reasons. Non-slip bathing shoes are recommended. Defecation is only allowed in designated facilities. Rescue rings are for emergencies only. Reserving loungers or chairs is not permitted. Do not add essential oils or other substances to the sauna stove. Sauna infusions are only allowed with the consent of all participants. Do not operate the sauna stove yourself. Keep the stove clear. Do not dry clothes on the stove.

Electric devices (hairdryers, straighteners, etc.) may only be used in designated areas.

## **10. Fitness Area**

Use of the fitness area is permitted only during opening hours. Please treat the equipment with care and report any damage or defects to reception immediately. For safety reasons, children and adolescents under 16 may only enter when accompanied by an adult. Use of the fitness area is at your own risk. Consult a doctor beforehand if you have health concerns.

Be considerate of other guests and do not reserve or block equipment or training accessories. Do not operate electrically powered fitness equipment with wet hands or clothing. Sweat or water on the floor or equipment can pose a hazard. Use a towel and clean the equipment after use. Mobile phones, headphones, or other devices may only be charged at designated outlets. Bringing food and alcoholic beverages is strictly prohibited.

## **11. Parking**

Parking areas are reserved for hotel guests and authorized persons only. By entering the parking facility, you accept the displayed parking terms. Parking lots and garages are not public and are intended solely for vehicle parking. Access is permitted only for roadworthy, insured vehicles without technical defects (e.g., oil leaks) and with valid parking authorization or hotel reservation. Observe the entrance height. Park only in designated and marked spaces. Parking in fire lanes, in front of emergency exits, or in special areas (e.g., disabled parking without authorization) is prohibited. Be considerate of other guests and pedestrians. Turn off engines when stationary. Parking vehicles with leaking tanks or other safety hazards is prohibited. Repairs to vehicles are not allowed. Storing items or parking bicycles, trailers, or other vehicle types is not permitted. Park bicycles, e-bikes, pedelecs, e-scooters, etc., only in designated areas or the bicycle room.

Charge batteries only in designated areas and outlets on fireproof surfaces. Open flames, smoking, and handling flammable substances are strictly prohibited.

Parking areas may be under video surveillance for general safety only. The hotel assumes no liability for damage or theft of vehicles or contents. In case of violations, the hotel reserves the right to remove vehicles at the owner's expense. Waste disposal is prohibited in parking areas, except for travel waste in designated bins.

**Note:** If it is a public garage, the operator's general terms and conditions apply. The hotel assumes no liability.

## **12. E-Charging Stations**

E-charging stations are available only to authorized persons. After charging, vehicles must be moved immediately. A blocking fee may be charged if the charging time is exceeded. Charging is at your own risk. The hotel assumes no liability for damage to vehicles or charging infrastructure. Only technically sound vehicles and cables may be used. Storing items or materials in the charging area is prohibited. Open flames, smoking, or tampering with the charging station is strictly prohibited. Billing is via the hotel invoice or a separate billing system. Please observe the current price notice at the respective charging station. Report any malfunctions or damage to reception immediately. In case of intentional damage, the perpetrator is liable. The hotel reserves the right to tow vehicles at the owner's expense if rules are violated.

**Note:** If it is a public charging station, the operator's general terms and conditions apply. The hotel assumes no liability.

## **13. Safety**

Always close windows and doors when leaving your room, remove the card from the power switch, and turn off electronic devices (TV, lights, air conditioning). Disassembling, opening, or tampering with technical installations, sockets, or fixed devices is prohibited. Personal technical devices may only be connected with prior approval from hotel staff. Use of personal electrical devices such as kettles, toasters, heaters, and heating devices is prohibited. Storing hazardous substances, flammable materials, or pressurized containers in rooms is not allowed. A safe is available for valuables—the hotel assumes no liability for lost or stolen items. Charging batteries (e-bikes, pedelecs, e-scooters, etc.) in hotel rooms is strictly prohibited. Strollers, e-scooters, and bicycles may not be stored in hotel rooms or hallways. Escape routes must always be kept clear. In case of fire, follow the marked escape routes and staff instructions. Hotel staff may enter rooms at any time if there is suspicion of danger, misuse, or violation of house rules.

The hotel accepts no liability for personal belongings or valuables, unless statutory liability exists in accordance with §§ 701 ff. BGB (German Civil Code). Please ensure that you keep your belongings safe. Theft or intentional damage to property will be reported to the police. The hotel accepts no liability for data loss or damage to personal devices that may arise from the use of the hotel's technology.

Thank you for your understanding and cooperation. If you have any questions or requests, our team is always happy to assist you. We wish you a pleasant stay!