

# ya! House Rules

## Dear Guests!

We wish you a wonderful stay at our adventure guesthouse. Of course, we are always available to listen to your requests or concerns. To make your stay with us as pleasant as possible, we ask you to observe the following rules:

## 1. Meals

**Breakfast:** 08:00 AM

**Lunch:** 12:00 AM

**Dinner:** 18:00 AM

Changes are possible upon request. Our staff set the tables – after your meals we ask you to return the used dishes and cutlery and to wipe the tables. We hope you will enjoy our local cuisine – we also consider special requests (**lactose-free, gluten-free, vegetarian and pork-free**). You will have provided your tour operator with your **dietary requests/allergy information**, should there be any changes or additions to your original details please advise our staff.

## 2. Drinks, Kiosk

We offer a rich selection of reasonably priced drinks, sweets, souvenirs, and so on. Each guesthouse is a gastronomic operation. Therefore food and drink purchased outside is prohibited. We ask for your understanding regarding this.

## 3. Accommodation/Cleaning

Please bring your own hand and bath towels!

Accommodation is provided in multi-bed rooms with plenty of space and comfortable amenities. Supervisor rooms (mostly with shower/WC) are available for group leaders and supervisors. The rooms should be kept tidy by our guests (making beds and tidying up). Our staff do the cleaning of sinks and wiping of floors.

Sticking or writing on walls or furniture, as well as causing any damage to furniture, will result in charges. These costs must be paid on-site (see point 4: Damage Claims). We kindly ask that you do not move any furniture.

Please also ensure that windows and balcony doors are closed when leaving the room.

## 4. Damage Claims

Damages to the facilities in the guesthouses must generally be handled on-site with the house leaders. If the payment for damage is not possible on-site, please fill out the "Damage Report" with name and address of the responsible party (f. ex. parents of the student) and in case of injury of the insured person. You will then receive a damage invoice for immediate settlement or submission to your insurance. Your tour operator are not liable for these damages.

## 5. Arrival and Departure

All rooms require to be cleaned before new arrivals, therefore please **vacate the rooms by 9:00 AM** on the day of departure. On the day of arrival, groups can **check into the rooms from 4:00 PM**.

## 6. Tobacco & Alcohol Consumption, Youth Protection Law

Out of consideration for all guests in the house and for fire safety reasons, smoking in rooms and hallways is not permitted. We would especially like to point out our "State Law for the Protection of Youth" (see notice) regarding smoking and alcohol.

## 7. House and Night Rules

"Living quietly is easier!" Therefore, our request: Please refrain from loud behavior in the dining room, running in hallways and stairs, slamming doors, etc.! Out of consideration for other guests and our neighbors, any noise inside and outside must immediately stop from 10:00 PM according to state police laws. Quiet time is therefore set at 10:00 PM. Exceptions can be made upon request with the person in charge of the guesthouse.

**Please note:** Misbehavior can lead to an early termination of the stay. We are certain that you will comply with our request to adhere to these fair rules.

## 8. Valuables

Room keys are only handed out for leader and supervisor rooms. Please be aware that no liability is assumed for money or valuables – hand these over to your group leader for safekeeping.

## 9. Pets

We ask for your understanding that bringing pets is generally not permitted due to hygiene reasons.

## 10. Waste Separation and Environment

Strict official regulations regarding waste separation apply in all locations. Therefore, please follow our instructions and help separate waste or, even better, avoid it (inside and outside the house).

## 11. General

Please wear suitable slippers – no wooden soles (noise disturbance), no shoes with black soles (these leave marks on vinyl and wooden floors, which are difficult to remove).

☀ **Summer:** Place hiking and mountain boots in the shoe racks.

☀ **Winter:** Store skis, poles and snowboards properly in the ski storage. Leave boots in the boot room.

**Please be aware** of the applicable regulations regarding meal times, locking of the house door, emergency numbers during the night, etc. We are happy to inform you about this on-site.