

## GENERAL HOUSE RULES

Dear guests,

To ensure that your stay at **MEININGER** CITY HOSTELS & HOTELS is as pleasant as possible, we ask that you please forward the following House Rules to all participating travellers.

Please note that the General Terms and Conditions (AGBs) of **MEININGER** CITY HOSTELS & HOTELS also apply. These can be downloaded in pdf format at [www.meininger-hostels.com](http://www.meininger-hostels.com).

Furthermore, our local staff will conduct an individual orientation session for you upon your arrival, in which all important, site-specific information will be presented.

### BEFORE THE TRIP

We would be happy to book tickets on your behalf for everything from sites of interest to musicals to guided city tours – all at the most favourable rates, of course. If you're interested, just let us know as soon as possible so that we can work out the details.

For groups of 12 or more, the following also applies:

Please remember to provide us with a list of the names and birthdates of all group members prior to your arrival. Should you have any special requests regarding meal times, additional meals or packed lunches, please also discuss these with us before you arrive.

### PARKING

Free parking is available at three of the **MEININGER** CITY HOSTELS & HOTELS in Berlin (Meininger Straße, Hallesches Ufer and Tempelhofer Ufer). At the houses in London, Vienna, Munich and Hamburg, underground car parks are available for passenger vehicles at cost. Naturally, public parking for passenger vehicles is also available in the area surrounding all our houses.

For groups of 12 or more, the following also applies:

Should you arrive by bus, we can offer you a limited number of parking places near our houses on the Hallesches Ufer and Tempelhofer Ufer in Berlin, free of charge. Unfortunately, bus parking possibilities are not available at our other locations, though we will gladly direct you to areas with public parking availability.

### SECURITY DEPOSIT FOR GROUPS OF 12 OR MORE

All groups may be required to leave a security deposit (10.00 €/£ per person, with a maximum of 500.00 €/£ per group), which will be reimbursed upon departure. Costs arising from damages caused by any group member or members will be subtracted from the initial deposit. Damage costs that amount to more than the total deposit must be paid immediately on site.

### ENTRY/KEYS

Normally, we provide a key card/key for every room. Upon departure, these should be collected and returned to the reception desk. Additional key cards/keys can be borrowed from the reception at any time, though a deposit must be left for each one.

For groups of 12 or more, the following also applies:

Upon arrival, a security deposit of 50.00 €/20.00 £ for all key cards/keys must be left with the reception. This will be reimbursed upon departure minus any potential costs arising from lost or damaged key cards/keys.

### RECEPTION

Our reception desk is staffed around the clock by a dedicated team that is always happy to address any questions or concerns you may have. We ask guests staying at our Berlin house on the Tempelhofer Ufer to check-in at the reception desk of the Hallesches Ufer house directly across the street should they arrive after 2:00 PM.

### ROOMS

On the day of arrival, rooms are available starting at 3:00 PM; on the day of departure, they must be vacated by 10:00 AM. A luggage room is available around the clock for the temporary storage of your baggage, free of charge (**MEININGER** assumes no liability for lost or damaged property). Valuables can be stored safely at the reception desk for a small fee.

In the multi-bed and dorm-style rooms, guests must dress their own beds.

Guests staying in single and double rooms will be provided with towels, but we ask those guests staying in multi-bed and dorm-style rooms to please bring their own. Depending on availability, it is also possible to borrow a towel at the reception desk if a security deposit is left.

Please do not dispose of tampons or sanitary napkins in the toilets! All bathrooms come equipped with a sanitary bag and garbage pail intended specifically for feminine products.

Windows may be opened solely for the purpose of ventilating rooms. For safety reasons, it is not permitted to lean out of windows, to throw anything from them, shout anything out of them or sit on their sills.

For groups of 12 or more, the following also applies:

On the day of departure, all beds must be stripped and all trash deposited into the trash cans provided. Please be sure to

collect the trash that has gathered under the beds as well. If needed, large trash bags are available at the reception desk.  
Upon departure, a staff member will inspect each room together with a group chaperone.

### **BARS, LOUNGES & INTERNET**

**MEININGER CITY HOSTELS & HOTELS** feature various lounges, bar areas and recreation rooms equipped with an extensive range of leisure offerings (like, for example, DVD player, karaoke machine, PlayStation, table football and billiards) as well as a wide-ranging selection of alcoholic and alcohol-free beverages. Unfortunately, we are only able to offer a limited number of leisure activities at our house in London due to local statutory regulations (i.e. there is no bar at the London house, and alcoholic beverages are not available for purchase).

Free W-LAN is available in all our houses, and specifically-designated public Internet terminals can be used for a small fee.

### **MEALS**

No food or drink may be taken out of the breakfast room. Please bring used dishes and silverware to the designated waste disposal station.

Breakfast Times	Mon-Fri	07:00-10:00	Sat/Sun	07:30-11:00
↳ in London	Mon-Fri	07:00-10:00	Sat/Sun	07:00-10:00

For groups of 12 or more, the following also applies:

Please discuss desired group meal times (breakfast and, if applicable, dinner) together with the local staff, at the latest on the evening preceding those meals.

Dinner (as per agreement)	Mon-Sun	17:00-20:00
↳ in London (as per agreement)	Mon-Sun	17:00-19:30

### **QUIET HOURS, ORDER & SAFETY**

Quiet hours begin at 10:00 PM in all houses and apply to all rooms, hallways and exterior areas. Disregard of quiet hours can lead to immediate dismissal from the house. We expect our guests to treat each other and our staff with the utmost respect.

It is imperative that the maximum load capacity of the elevators be respected. We are not liable for costs resulting from improper elevator usage; these must be paid immediately on site by the responsible parties.

The house is staffed 24 hours a day, and inspection rounds are made throughout the night. All public spaces are under video surveillance to ensure the safety of staff and guests.

### **SMOKING**

All **MEININGER CITY HOSTELS & HOTELS** are smoke-free, meaning smoking is prohibited in all rooms and all public spaces. Smoking is, however, permitted in specifically designated outdoor areas.

**MEININGER** assumes no responsibility for the costs of fire alarms set off by illicit smoking or repairs of smoke detectors wilfully manipulated by guests. These costs must be paid immediately on site by the offending parties.

### **ALCOHOL**

It is forbidden to bring alcoholic beverages into any of the houses!

For groups of 12 or more, the following also applies:

After consulting with the group chaperone(s), **MEININGER** staff will hand out arm bands to all guests upon their arrival in order to ensure that the purchasing of alcohol can be adequately monitored. These arm bands must be worn for the duration of your stay.

### **ILLEGAL SUBSTANCES & WEAPONS**

Bringing illegal substances and weapons into any of our houses is strictly forbidden and will lead to immediate dismissal and notification of the proper authorities.

### **IN CASE OF EMERGENCY**

The fire alarm rings as a loud signal tone. Once the alarm begins to ring, it is no longer permitted to remain in or return to the rooms! During a firm alarm, elevator usage is strictly prohibited; please use only the stairwells and emergency stairwells instead. Two emergency exits are located on every floor, one at each end of the corridor. These may only be used in case of emergency! Upon evacuating the house, please go to the designated outdoor meeting area, which is either in front of the house or in the car park behind the house, depending on the location.

Gross violation of the House Rules and/or the General Terms and Conditions (AGBs) as well as repeated disregard of staff instructions will lead to dismissal. Should this occur, reimbursement for already-paid services is not possible.

Many thanks in advance for heeding these House Rules. Should you have further questions regarding your stay, we would be happy to hear from you at any time. We wish you a pleasant stay and look forward to welcoming you back to **MEININGER CITY HOSTELS & HOTELS** some time very soon.

Your **MEININGER** Team

Last updated: 22 June 2008