

Our house rules

In order to make everybody feel comfortable in our house we treat each other friendly and considerate. The binding house rules and the General Conditions of Contract form part of the lodging agreement between you and WIRO.

Clean is how we keep everything used commonly e.g. stair cases, kitchens on the floors, lounges, smoking area in the courtyard.

Please:

- Dispose waste separately and into the correct bins.

Accessible – can save lives. Please:

- Keep access ways for police, ambulance and fire fighters clear.
- Keep stair cases, evacuation routes, doors and other entrances clear.
- Park your vehicle only in designated areas. German road safety rules as per StVO apply on WIROtel's premises.

Quiet and thoughtful is how we behave – day and night, inside and outside:

- Respect reduced noise level from 10 p.m. until 7 a.m. During this time the courtyard will be closed.
- Staff is present 24 hours per day. At night-time there will be regular control rounds through the house.

Better safe than sorry. Please:

- Close windows and doors when it's windy, cold and rainy in order to prevent damage.
- Do not remove smoke detectors – they can save lives.
- Smoking or vaping is prohibited in the house. Use the designated areas. In case of non-compliance with the ban on smoking and vaping you will be charged 100 € extra cleaning fee.
- Do not store explosive, smelly or inflammable items.
- Do not hand over keys or access tokens to strangers. Lost keys or tokens must be paid for.
- Get acquainted with the fire extinguishers provided and with rescue and evacuation plans.
- **IN CASE OF EMERGENCY:** Fire alarm is a loud acoustic signal. When this signal is on it is no longer allowed to go to the rooms, but WIROtel must be left on the shortest possible way. In such a case only stairs and fire escape stairs may be used but not the elevators. Emergency exits are marked respectively. Evacuation plans are on display at the reception, the room doors and in the hallways on every floor. Evacuation meeting point is in front of the main entrance.
- Please do not use your own devices for heating, cooking, cooling or washing.
- Lighting candles, tea candles or open fire is not allowed.

Correct, this is how you avoid trouble and damage – for others as well.

It is strictly prohibited to:

- own weapons or ammunition or to bring and use them
- own and/or consume illegal drugs or to keep devices necessary for drug consumption
- own or distribute material glorifying war or violence, or pornographic material

Please:

- Don't feed any live animals, e.g. pigeons or doves. Feeding doves is prohibited in Warnemünde Sea Resort. Non-compliance with the ban on feeding doves can be fined with up to 5,000 €.
- Dispose left-over food to the respective waste bin and not into toilets or waste pipes.

Careful is how you use all rooms, inventory and facilities.

Anything else? Yes – please:

- Be careful with our house. Damage is always the responsibility of the person who caused it, including consequential damage to other rooms.
- Anyone who negligently activates the fire alarm system through cigarette smoke or other handling of fire or smoke (smoke detector on the ceiling) or misuses the manual call points must bear the full follow-up costs of the automatic fire brigade deployment.
- It is not allowed to bring or keep pets or animals.
- It is not possible to place additional beds into rooms.
- For reasons of hygiene the use of bed linens, sheets and covers is obligatory.
- If rooms are extraordinarily dirty, a fee for extra cleaning will be charged.
- Unregistered individuals are not allowed to stay overnight.
- Guests can be invited to the lobby.
- The use of our house for your own commercial purposes is not allowed.
- For reasons of safety and security central areas of WIROtel can be subject to video surveillance.
- Your room will be ready as of 2 p.m. on arrival day. Please leave your room by 10 a.m. on departure day.
- WIROtel-management is authorised according to the house rules. In urgent cases WIROtel-management will make use of the right to enter a room in order to take necessary steps. In an event of trespassing or violation of the house rules WIROtel-management has the right to initiate appropriate measures to re-establish due order. House reprimands / house bans can be issued after repeated warnings or in the case of gross violations of the house peace or house rules without reimbursement of costs.

Damage, defect or system failure:

- Please report to the reception immediately or use feedback forms.