

House rules

Dear guests,

We are pleased that you have decided to spend your holiday in one of our floating houses and wish you a pleasant stay.

If you should find something missing in your floating house or need help, you can contact us in confidence, so that we can take care of all shortcomings for you quickly.

All items in the floating house that are not marked as "private" may and should be used by the guests. Please be careful with the furniture and inventory and treat them as if they were your own.

The house rules are a prerequisite for a relaxing holiday for all parties and serve to make your stay a pleasant one. Therefore, we ask you to observe the house rules and hope that you understand this.

With the booking, we assume that you have accepted the house rules.

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1. Arrival and departure

Check-in for the floating house is on the day of arrival between 3 p.m. - 5 p.m. Checkout on the day of departure is until 11 a.m. The floating house is to be left clean, with the floor swept.

On departure, all remaining food must be disposed of, and the refrigerator and freezer emptied. The dishes must also be washed, dried and put back in the cupboard.

Furthermore, the waste from all dustbins must be disposed of in the designated waste containers.

All windows must be closed and all electrical appliances switched off. Please also remember to notify us of any damage or loss.

Finally, the entrance door must be closed. All keys received must be returned to us.

2. Bathroom

Please make sure that the tiles are wiped after showering to avoid lime deposit. To avoid unpleasant blockages, no hygiene products, waste, leftover food, harmful liquids, etc. should be poured into the toilet or shower. Please use the facilities provided for this purpose.

It is important that the bathroom is sufficiently ventilated after using the shower.

3. Kitchen

No waste, leftover food, harmful liquids, etc. may be poured into the sink. Return dishes, pots, cutlery or appliances to the cupboards only after they have been washed and dried. Do not place metallic objects in the microwave.

4. Damage

Nobody intentionally damages things. Nevertheless, things get damaged sometimes. Therefore, we ask you to report any damage to us immediately. The liability for damage equals the amount of the replacement costs.

5. Waste and waste separation

Waste separation is provided for. There is also a waste collection point.

Waste bags are available to you. Please also remember to dispose of used glass.

6. Fellow travellers

Fellow travellers must be disclosed in advance, as the floating houses are only designed for the number of booked persons.

Additional guests must, therefore, be disclosed immediately so that bed linen, towels etc. can be provided. Guests who have not been disclosed are not allowed to stay overnight in the flat.

7. Property rights

The landlord is responsible for the property rights, which can also be taken care of by Eco Lodges.

8. Rest periods

The applicable public rest periods must be observed. Nighttime quiet is from 10 p.m. - 7 a.m. Despite the rest periods in the Floating Village, there can be noise at Lake Brombach. This also includes local events.

9. Smoking

Smoking in the floating house is prohibited. Objects with cigarette burns must be replaced. If you smoke outside, please note that cigarette butts must be disposed of in the waste bin once completely cooled down.

10. Outdoor area

Barbecuing is only allowed with an electric grill. We ask you to clean the grill after use and to dispose of the waste.

11. Pets

Pets require special permission and are only allowed in certain floating houses. Any damage caused by keeping animals must be made good.

12. Devices

Please do not change any device settings, e.g. television.

13. Tablet

Some floating houses are equipped with a concierge service (tablet).

14. Internet

You will receive the Internet access code after your arrival. Important terms of use regarding internet usage can be found in the general rental conditions.

15. Parking

You will be provided with a parking space. We ask you to use only the parking spaces provided for this purpose. We assume no liability in this respect. No safekeeping contract can be made for this.

16. Duty of care

Please take care of your fellow travellers, especially your children and their supervision. The front door must always be locked when leaving the floating house. Also, make sure to close the windows due to burglary or damage due to weather.

Please use electricity and water sparingly. Always remember to take your key with you.

17. Key

You will receive two keys to the floating house and a chip for access to the jetty at the reception after your arrival. Please note that the received keys and chip may not be passed on to others. If you lose a key and the chip, please report the loss immediately. The costs add up to at least the amount of the replacement costs.

18. Port regulations

The port regulations of the Lake Brombach Special Purpose Association, "Regulations for the Port Facilities on Lake Brombach", must be observed.

19. Cancellation and liability

In the event of multiple violations of the rental conditions, the booking can be cancelled without the right to a rental fee refund.

We assume no liability for the tenant's valuables.

There will be no price reduction in the event of short-term loss of furnishings, public supply or force majeure. Complaints that are made too late will not be taken into account and will not be recognised. You can find more detailed information on this in our general rental conditions.

20. Cleaning

You are responsible for cleaning the floating house during your stay. We will provide you with the necessary equipment and cleaning products. Initial consumable supplies (detergents, dishwasher tabs, dishcloths, tea towels, toilet paper) can be found in the floating house.

Intermediate cleaning can be organised for a fee.

Final cleaning must be ordered specially. Final cleaning also includes the laundry package. You may not leave final cleaning to third parties, as this must satisfy guaranteed qualitative conditions.

21. Other matters

Please also pay attention to the following points:

- Please do not enter the floating house with street shoes because of the surrounding countryside, which can lead to dirt being brought in, especially in damp weather.
- The in-house blankets in the floating house are not suitable for being used outdoors, e.g., as picnic blankets.
- We ask you to take special care of your fellow travellers and children.
- Please remove remaining hair from the hair dryer.
- Please ventilate all rooms sufficiently, especially the bathroom after showering, to prevent mould from growing.

We wish you a pleasant, relaxing stay and fun in your floating house. Information material is available for you from the concierge. We will be happy to answer any questions and provide you with any information.

You will find further information, useful tips and advice for organising your stay on our homepage at www.eco-lodges.de.

Kind regards,

Your ELG Eco Lodges GmbH team

As of 15 October 2018