

## **HOUSE RULES**

### **Check-In/Check-Out:**

On the day of arrival, rooms are available from 3:00 PM. Please check-in by 5:00 PM if you wish to have a personal contact person, or you can use our 24-hour self-check-in at the hotel entrance. During check-in, a key pin/code will be provided for each room, and check-out is possible at any time.

To ensure a smooth transition for check-in and check-out, we kindly ask you to vacate your rooms by 10:00 AM on the day of departure. In case of a later departure, an additional day will be charged.

### **Billing and Payment:**

- Generally at check-in
- Otherwise, by arrangement Payment can be made in cash or by payment cards (ATM, MasterCard, Visa). We do not accept foreign currency.

### **Cancellation Policy:**

A hotel booking is a purchase contract. In case of cancellation, late arrival, early departure, cancellation fees apply. Room reservations can be canceled free of charge up to 48 hours (Monday-Friday 11:00 AM) before arrival. Failure to cancel in a timely manner, non-utilization of the booking, or early departure will result in billing for the total amount of booked but unused services.

### **Rooms:**

The rooms are fully equipped with amenities such as bed linen, towels, hairdryer, TV, etc. Please take care of all inventories. When leaving the room, please close all windows (do not leave them ajar) and doors. Note that our housekeeping staff only services rooms between 7:00 AM and 12:00 PM. If you want your hotel room tidied up, it is necessary to grant access to the housekeeping staff by 10:00 AM at the latest.

### **Breakfast Breakfast:**

is served from 7:00 AM to 10:00 AM (Monday to Friday) and from 7:00 AM to 9:00 AM (Saturday to Sunday) on the ground floor of the Parkhotel. Taking breakfast to the room or packing it for later is strictly prohibited.

### **Smoking:**

The Parkhotel is a non-smoking hotel. Smoking is prohibited in rooms and all other areas of the hotel. Cooking, lighting candles, and any other flammable items are also prohibited in the rooms. Violation will result in special cleaning costs of up to €300. If a fire alarm is triggered, the guest or travel group causing it is responsible for the fire brigade intervention and associated costs of approximately €1500, which must be paid immediately. The only exception is smoking on balconies, where smoking is allowed until further notice. However, please ensure that windows and balcony doors are closed to prevent smoke from entering the room.

### **Quiet:**

Hours From 10:00 PM to 6:00 AM, quiet hours are observed in all rooms, hallways, and outdoor areas. Failure to observe quiet hours may lead to immediate eviction. We expect respectful behavior towards other guests and residents. After 10:00 PM, please avoid making noise when entering or leaving the rooms out of consideration for other guests and neighbors.

### **Visitors**

Receiving visitors in the rooms is only allowed in exceptional cases and with the approval of the management until 8:00 PM at the latest. External guests found in a guest room after 8:00 PM or staying overnight will be billed to the guest without comment.

### **Pets**

Small pets are allowed; larger pets require prior approval.

### **Valuables**

We explicitly do not assume liability for the loss of valuables (especially jewelry and cash). The safe in each room can be used for storage.

### **Parking**

The use of parking spaces is at your own risk. Parkhotel Braunau is not obligated to guard parking lots or maintain their areas and facilities to protect vehicles from damage (e.g., from nails, glass shards, or potholes). We are not liable for any natural disasters or vandalism.

### **Damage/Pollution**

In case of damage or pollution to the building, inventory, or other facilities, or non-compliance with the smoking ban, the person causing the damage is responsible for the incurred costs. Compensation payments are to be made immediately (in the case of groups, accompanying persons may need to make an advance payment on behalf of the organizer). Theft and deliberate property damage will be reported immediately. In case of violations of one or more of the above regulations, we reserve the right to terminate the accommodation contract immediately. The guest's obligation to pay for the booked overnight stays remains in effect.

### **Escape Routes/Exits**

Please adhere to the fire safety regulations. The escape route plan is located on the door of each room. Emergency exits, escape routes, and fire extinguishers are marked in each fire compartment with appropriate signs. Stairs and corridors must always be kept clear as escape routes. The meeting point in case of evacuation is in front of the building.

## **Internet**

WLAN internet is freely available throughout the hotel. The bandwidth is intended for normal use. When using WLAN, data protection and child and youth protection regulations must be observed. Violations must be reported. The use of file-sharing programs and illegal video streaming portals is expressly prohibited.

### **Access to Operational Areas Access to operational areas is prohibited.**

Parkhotel Braunau is not liable for damages caused by disregard of the house rules, any other usage regulations, or non-compliance with the instructions of the staff, through the fault of the injured party or due to unavoidable events or force majeure, including interventions by third parties. Shared responsibility leads to a corresponding sharing of damage.

Any other changes to the General House Rules are possible at any time.

Thank you for your attention and compliance with these house rules. If you have any further questions about your stay, we are always at your service. We wish you a pleasant stay at Parkhotel Braunau.

Best regards, Parkhotel Braunau Team