

## **House rules of the Frankfurt am Main Studierendenwerk for the hostel area (as of August 2024)**

### **1. General**

To enhance the readability, the use of gender-specific language is intentionally avoided. All male forms refer equally to female, diverse, etc.

All instructions from the hostel staff, the employees of the Frankfurt am Main Studierendenwerk and the security and house staff commissioned by them that refer to the house rules or indicate emergencies must be followed.

The hostel is entitled to terminate accommodation contracts with immediate effect, even after the room has been occupied and, in exercising its house rules, to expel the guest or group of guests from the house if the guest or group of guests damage the reputation, security or image of the hostel, is suspected of committing criminal offenses or harasses, repeatedly disturbs or endangers other guests, residents, passers-by or neighbours.

Some public areas of our house are under video surveillance and marked accordingly. The provisions in section 9 of the General Terms and Conditions apply.

### **2. Arrival**

Before arrival, all guests are required to identify themselves with a valid ID card or passport and to fill out a registration form. The guest is responsible for the secure storage of the key cards or digital keys. The guest takes on the responsibility for the use of the received keys and bears the consequences resulting from any loss.

### **3. Safety**

Smoking (including e-cigarettes, vaporizers, shishas, etc.) and lighting smoke-producing substances is prohibited throughout the building. If it is discovered that smoking has taken place in the rooms, an extra cleaning fee of 100 € will be charged to neutralize the odor and the room will be locked for two days at the full daily rate at the expense of the person responsible for the smoking.

Any handling of fire and open light is prohibited without exception throughout the building. This also applies to the use of spray cans (such as deodorant, hairspray) outside the sanitary facilities. Anyone who negligently activates the fire alarm system through cigarette smoke or other handling of smoke, fire or spray cans or who intentionally tampers with the fire alarm must bear the full cost of the resulting fire service operation and any repair costs that may be necessary.

Our fire alarm is a loud signal. When this signal sounds, you are no longer allowed to go to the rooms and you must leave the building as quickly as possible via the signposted escape routes. In this case, only the stairs and emergency staircases may be used; under no circumstances may you use the lifts. Emergency exits, escape routes and fire extinguishers are marked with appropriate signs in the individual fire compartments. Escape route plans are on the wall behind the room door as well as in stairwells and corridors. Escape routes as well as stairs and corridors must always be kept clear.

External doors must always be kept closed. The main entrance is locked at 10 p.m. and access to the hostel is then only possible via the night entrance, 25 m to the left of the main entrance.

Emergency exits that are secured with a door guard may only be used in an emergency.

For safety reasons, it is not permitted to lean out of the windows - they may only be opened for ventilation. Nothing may be thrown or shouted out of the windows.

During your stay, you are responsible for storing and securing your own belongings.

The lockers in the lobby next to the reception are used to forward guest mail and are to be assigned and filled exclusively by the reception staff. The lockers may not be used to store personal items. Electrical devices that are connected to the power grid or switched on, as well as perishable food or animals, may not be stored in the lockers. It is the user's responsibility to keep the locker clean and safe.

#### **4. Living together**

Noise must be avoided on the room floors and in the stairwells.

From 8 p.m. until 7 a.m., there is a quiet time throughout the building and outside in our courtyard. If you want to socialize, you are welcome to stay in our lobby until 10 p.m. The disregard of the night-time hours can lead to immediate banning from our premises. In this case, the guest forfeits his right to accommodation and a refund of any fees paid in advance. Regardless of this, the guest who is banned because of the violation of the night-time hours must pay the booked service in full, even if he was unable to take up or accept it.

Our house expects respectful treatment of other guests, residents and staff.

We ask that you report or hand in lost or found items to reception.

All visitors and guests of the house are required to dress appropriately. This includes wearing tops and trousers as well as shoes. Visitors over the age of 12 are not permitted to wear costumes, masks or disguises (except for medical reasons). The hostel reserves the right, at its own discretion and at any time, to expel people who dress in a way that could offend other visitors.

Prostitution and/or paid sexual activities are not permitted. If such activities are discovered, they will be reported to the police or a criminal complaint will be issued immediately. This will also result in immediate expulsion from the hostel without any refund of the fees already paid for the room.

#### **5. Lift**

Please note the maximum load capacity of the lift. If damage occurs because of the improper use of the lift, any costs incurred must be paid directly on site. The hostel cannot be held liable in this case.

#### **6. Narcotics/weapons**

The possession, consumption and trade of illegal substances and the carrying of weapons within the meaning of the Weapons Act (WaffG) is prohibited on the entire hostel premises. In the event of breach, an immediate ban on entry can be issued and the relevant regulatory authorities can be called in.

## **7. Stay**

### **7.1. General**

Our reception is usually only open Monday through Sunday between 7 a.m. and 6 p.m. Our staff is happy to answer your questions or concerns. If you have a problem regarding your stay in our hostel, please feel free to contact one of our staff members.

### **7.2. Rooms**

Please turn off the lights when leaving the room. Please keep the doors and windows closed when using the heating. Make sure the room is locked when you leave.

The bathrooms are equipped with automatic flushing devices for hygiene reasons (reducing germs); flushing is time controlled. These must not be switched off or disconnected from the power supply.

On the day of arrival, the rooms are available at 3 p.m. To ensure a smooth transition between arrival and departure, we ask you to vacate your room by 11 a.m. at the latest on the day of departure.

Cleaning intervals: Our rooms are usually cleaned once a week. Room cleaning cannot be cancelled. If you need fresh towels or would like to book additional cleaning, please contact the staff at reception.

### **7.3. Lobby / common rooms and facilities:**

The lobby is available to our house guests for socializing, studying and working and to our sleeping capsule guests as a lounge area and is open during the following times:

Monday through Friday 7 a.m. to 10 p.m.

Saturday, Sunday, public holidays 7 a.m. to 11 p.m.

In the lobby you will also find vending machines with a range of snacks, drinks and hygiene products.

The breakfast area is also located there with the following opening hours:

Monday through Friday 7 a.m. to 10 a.m.

Saturday, Sunday, public holiday 8 a.m. to 11 a.m.

When staying in the lobby, please be considerate of other guests in our hotel.

There is a charging station for e-bike batteries available for our guests in front of the building; charging inside the building is prohibited. The washing machine room is open for free use from 7 a.m. to 9 p.m.

### **7.4. Further usage regulations:**

Please take care of our inventory. Labels, stickers, damage or pollution will generate additional costs, which we will invoice. Furniture / inventory (chairs, blankets, etc.) may not be removed from the rooms. If you have a small mishap, i.e. cause damage in the room, please contact the employee on duty. We consider damage that is only discovered by our employees after departure to be property damage and we will act accordingly.

Please do not throw hygiene products or other objects into the toilets! Hygiene bags and buckets are available in every toilet. In addition, the room and the property must be kept clean.

In our house, guests are not permitted to connect electrical devices they have brought with them, except for hairdryers and electric shavers, telephones, laptops, tablets, etc., to our power grid. This applies in particular to devices with high energy consumption or fire hazards, e.g. kettles, hotplates, irons, batteries for e-bikes or electric grills. Stealing cutlery or similar objects from the breakfast room is not permitted. Bringing pets is prohibited. It is not permitted to take photos of guests and/or employees of the hostel or third parties or of their property without the written permission of the hostel management. Commercial filming and photography may only be carried out in the entire hostel and on the hostel premises with the written permission of the hostel management.

### **8. Visitors**

Guests are prohibited from leaving the room to third parties, even if the guest's stay has not yet expired. People who have not booked a room in the hostel may only enter the rooms after prior registration at reception. After 6:00 p.m., visitors are only permitted in the public areas on the ground floor during the lobby's opening hours. The hostel reserves the right to refuse entry in individual cases. Overnight stays by non-residents are prohibited. You are welcome to receive visitors of any kind in our lobby on the ground floor, but not in the hostel rooms.

### **9. Vehicles**

When driving into the underground car park, you must always drive at walking speed. Vehicles may not be washed on the property. Carrying out oil changes and repairs is prohibited. The parking lot with electric charging may only be used during the charging process.

The short-term parking lot next to the hostel's main entrance is only intended for loading and unloading your luggage. Unauthorized parked vehicles will be towed away at your own expense. Bicycles can be parked in a bicycle room that can be reached through the underground car park. Liability is excluded. Parking bicycles in the rooms or in the hallways is not permitted.

### **10. Internet**

The use of our internet access is a free service provided by the hostel. There is no right to use it. Liability is not accepted for any restrictions, failures, overloads or lack of usability of the access.

We would like to point out that when using our internet access, third-party copyrights must be observed. In particular, downloads and uploads via so-called file sharing networks are not permitted and any violation of these will result in claims for damages from our hostel.

### **11. Ventilation**

The room must be sufficiently ventilated even in the cold season. This is done by opening the windows briefly but sufficiently. For safety reasons, the windows cannot be opened completely

### **12. Departure**

Upon departure, all received key cards must be returned to the hostel. If these are not returned, the costs incurred to restore security will be charged to the guest. When the reception is closed, the guest is asked to leave all received key cards in the rooms in a clearly visible place. The guest is asked to turn off all lights and electrical devices and close all windows and doors. The guest is liable for any damage or loss to the hostel caused by doors being left open.

### **13. House rules**

The hostel respects the privacy of all guests. However, the hostel management and employees are authorized to enter the rooms if the house rules are violated or there is an emergency situation, as well as if it is necessary to vacate the room and remove the guest from the hostel. In the event of serious violations of the house rules, the general terms and conditions or the instructions of the hostel staff, we reserve the right to expel you from the premises. In this case, services already paid for will not be refunded.

The hostel's general terms and conditions apply, which you can view on our website or ask about at the hostel.