

# HOUSE RULES

Welcome to the Schulz Hotel. I've just returned from a trip to the jungles of Borneo. Up to 50 families live under one roof in the traditional longhouses of this island. The local residents all show consideration for one another and this keeps everyone happy. It is similar here at Schulz Hotel. We want each and every one of our guests to enjoy their stay with us - so please have a look at the points that follow below:

Have a great time in Berlin!



## (1) RECEPTION

Our reception desk is staffed 24/7. You can reach us there by calling: 0049 (0)30 214801529. Alternately you can send us an e-mail.

## (2) ARRIVAL/DEPARTURE

On your day of arrival you can check into your room starting at 3 PM. Group check-in starts at 11 AM. On the day of departure your room is available to you until 10 AM. Early check-in and late check-out services are subject to availability and cannot be guaranteed.

## (3) KEYCARDS

Each room comes with at least one keycard that provides you with access to the booked room. Please be sure to return the keycard(s) to us when you check out. Have you lost your keycard? In this case, please inform us immediately so that no one can gain unauthorized access to your room. Unfortunately, we have to charge 5 € for lost keycards.

## (4) LUGGAGE ROOM

We have lockable luggage lockers in our luggage room where you can store your suitcases. We charge a small fee for this. Groups of 20 or more may store their bags in lockable luggage storage units free-of-charge on the day of arrival and departure. Unfortunately, we cannot accept liability for any items that are stored there.

## (5) LOCKERS

In shared rooms, valuables can be stored in lockers equipped with padlocks. Padlocks must be furnished by the guest. Additional lockers are located in the lobby next to the reception desk. Locker keys can be obtained from the reception staff. We cannot assume liability for any valuables that you store in the lockers.

## (6) TOWELS

Regular guests and individuals who are accompanying groups in single or double rooms are provided with towels – this is already included in the price. Fresh towels can be provided every day. To let our cleaning crew know that you would like your towel replaced, please leave it on the bathroom floor.

Groups of 20 people or more in shared rooms should bring their own towels. Towels can be rented from the reception staff for a small fee (subject to fresh towels being available).

## (7) MEALS

Breakfast can be booked at the reception. Breakfast times are posted at the reception desk. You are welcome to eat as much as you like from our all-you-can-eat buffet. However, you are only allowed to take food and beverages out of the breakfast room with the express permission of the hotel.

Since we run a self-service hotel restaurant, you are kindly asked to take your used dishes and waste to the clearing station afterwards.

Groups of 20 people or more are asked to discuss their preferred meal times with us before arrival. Groups are expected to observe the agreed on meal times so that enough places at the tables are always available and waiting times are minimized.

Please help keep the guest kitchen clean and tidy. You are welcome to store your own food in the refrigerator provided, but these items should be labeled with your room number, name and date. Our team will clean the refrigerator regularly and dispose of any unlabeled food. We are not responsible for any food that you store in the refrigerator.

## **(8) SMOKING, ALCOHOL, ILLEGAL DRUGS & WEAPONS**

Alcoholic beverages may not be brought into the hotel.

The German Youth Protection Act (Jugendschutzgesetz) applies when it comes to the serving and consumption of alcoholic beverages in our hotel's catering area. A general alcohol ban applies to school- and youth groups.

Smoking is strictly prohibited throughout the hotel. Breaches of this rule will result in fines of 300 €. This applies also to tampering with the hotel's smoke detectors and the unauthorized opening of emergency doors. If non-observance of this rule results in additional costs due to a fire department call out – or damage to hotel property – the hotel may charge the costs to the guest.

It is strictly prohibited to bring illegal drugs and weapons to the hotel. Guests who fail to comply with this rule may be banned from the hotel and, in any case, we will notify the relevant authorities

## **(9) QUIET HOURS**

Out of consideration for other guests, our night time quiet hours start at 10 PM. Please avoid noise in the rooms, the hallways and in the outside area after 10 PM. Doors should be closed quietly. Please behave respectfully towards other guests, residents and our hotel staff. Failure to respect the quiet hours may result in immediate eviction. Hotel employees are present on the hotel premises around the clock and patrols take place at night. Night time access to the hotel requires a keycard.

## **(10) DRESS**

All visitors to the hotel and hotel guests are requested to dress appropriately. This includes wearing shoes as well as tops and bottoms. Wearing costumes and /or masks is not permitted for visitors aged 20 and older (medical masks excluded). It shall be at the sole discretion of Schulz Hotel to turn away at any time individuals who are dressed in a manner that may cause offense to other visitors or to impose a penalty of 300 €.

## **(11) VISITORS**

Individuals who have not booked a room at the hotel may enter a guest room only after registering at the reception desk. After 10 PM visitors are restricted to the public areas on the ground floor.

The hotel reserves the right to deny access in individual cases.

## **(12) LIFTS**

Please observe the maximum capacity in the lifts. Costs incurred for damages due to improper use of the lifts must be paid directly on site. The hotel cannot be held liable in this case

## **(13) CONDUCT DURING AN EMERGENCY**

Emergency exits and fire escapes may be used only in case of emergency.

In the event of a fire or fire alert, the alarm will sound loudly. Please exit the hotel as quickly as possible and do not return to your room. Lifts must NOT be used; take the stairs instead and use the emergency exits, which are marked accordingly.

Please go to our evacuation meeting point, which is located on the lawn between the East Side Gallery Wall and the Spree River. Access to this area is through the wall opening next to the hotel. Evacuation plans are posted at locations designated by the fire safety authorities i.e. at the front desk, on the room doors and in the hallways

## **(14) CLEANLINESS**

Please do not discard hygiene products or other object in the toilets – clogged toilets don't make anyone happy. Sanitary bags and receptacles are provided for this purpose. Please leave rooms in a respectful condition. An extra cleaning fee may be charged where heavy duty cleaning becomes necessary. For groups of 20+ /school classes, the following applies additionally: On the day of departure, all garbage must be disposed of in the appropriate bins (large bin liners are available at the reception) and the beds (pillowcases, duvet covers, sheets) must be stripped. One of the group's chaperones must be available to personally hand over the room(s) to hotel staff at check-out.

## **(15) DAMAGES AND DEPOSIT**

Guests are liable for negligently caused damage to inventory, excessive soiling and costs incurred for negligent fire alarm activation or hoax calls to rescue services. If the person within the group responsible for the damage cannot be identified, the entire group will be jointly and severally liable. The hotel may require a deposit of up to 500 € upon arrival or during the stay. The deposit will be refunded by the hotel upon departure if no damage was caused. In the event that the amount of damage incurred exceeds the amount of the deposit, the additional amount must be paid directly at the hotel or may be charged by the hotel – or affected third parties – afterwards.

Damage to the room that is not the guest's fault should also be reported to the hotel staff immediately to avoid the risk of having to pay for it. Furniture/inventory (chairs, blankets, etc.) must not be removed from the rooms.

## **(16) MISCELLANEOUS**

For hygienic reasons, dining rooms may not be entered without shoes or in sleepwear. Pets are not allowed in the dining rooms. Some windows cannot be fully opened for safety reasons. Throwing objects out of the windows or shouting from windows is not allowed. For security reasons, the public areas of the hotel are under video surveillance.

## **(17) COMMERCIAL FILM RECORDING AND PHOTOGRAPHY**

Commercial filming and photography throughout the hotel as well as on hotel property requires prior written permission from the hotel management.

## **(18) GENERAL BUSINESS TERM**

Furthermore, the hotel's general terms and conditions, which are available on our website, apply. You may also inquire about our terms and conditions at the hotel.

We reserve the right to expel any guest from the hotel premises in case of a gross violation of the hotel rules, the general terms and conditions, and failing to observe instructions given by our hotel staff. In such cases no refund will be given for payments already made.

Last update: 19 October 2021