

# Welcome letter and apartment rules



Dear guest,  
a warm welcome to our apartment ADA3 in Kulmbach.  
We are very happy to have you as guest in our apartment.  
Our purpose is to make your stay as comfortable as possible!  
Please find enclosed some information that are important during your stay.

**Night Rest** | Starting at 10:00 PM, the night rest period begins. Out of consideration for the neighbors and other guests, we kindly ask you to avoid making any noise and to maintain a quiet atmosphere within the immediate vicinity of the accommodation from 10:00 PM to 5:00 AM. Disregarding the night rest policy may result in an immediate request for the guest to leave the premises.

**Smoking** | Smoking is strictly prohibited in the apartments!

**Wi-Fi access** | Please do not share the Wifi code with third parties.

**Wipe off cooking fumes** | After cooking, please wipe the underside of the wall cabinets dry. Standing water vapor on the wood damages the kitchen.

**Hob** | Please do not place anything on the cooktop if you do not cook.

**Ventilation System (if available)** | The ventilation device on the exterior wall is a fan (not an air conditioner). The humid air from the apartment and the bathroom is extracted using the ventilation device. In the winter, there is no need to ventilate the apartment further (the windows can remain closed during winter!) The display reading 'F' indicates the need to change the built-in filter. Please contact us via WhatsApp to schedule an appointment for the filter replacement.

**heating** | Please do not set the temperature in the living room above 18 degrees and in the bathroom above 20 degrees.

**Laundry** | Please wash and dry clothes only in the laundry room. Please do not set up drying racks in the apartment and do not wash clothes under the shower. Please use the We-Wash app!

**AccessPoint and SmartBridge (small white box, near the TV if available)** | In order to avoid potential internet disruptions and issues with the digital locks, we kindly ask you not to cover or turn off the devices.

**Roller shutter crank on the upper floor (if available)** | Please open or close the roller shutters using the electric controls only. The roller shutter crank should only be used in emergencies, such as in the event of a fire or power outage.

**Waste Separation** | Please make sure to pay attention to waste separation during your stay: General waste (black trash bin) and paper (blue recycling bin).

**Vacuum Cleaner** | A complimentary vacuum cleaner is available for all tenants of the building, located in the laundry room. Kindly return the vacuum cleaner to its designated location after use.

**Front Door** | Please keep the front door closed from October to April.

**Apartment Utility Units (if available)** | Please note that only the landlord is permitted to access the apartment utility units. The apartment utility units (large, white boxes in the entrance area) provide each apartment with hot water and heating.

**Disconnect Devices from Power Network** | When you are not in your apartment, we kindly ask you to turn off all your brought devices.

**Conserve Water and Electricity** | We kindly request you to use water and electricity sparingly.

**Shoes** | We kindly ask you to only place your shoes inside your apartment.

**Parking** | Only one parking space is available per apartment. Additional parking spaces can be rented if needed. Please feel free to contact us for more information.

**Turn Off Lights** | Please remember to turn off the lights when you leave the apartment.

**Damages** | Our guests are fully responsible and liable for any damages or losses. If any damages occur, we kindly ask you to promptly report them to us.

**House Rules** | By making a reservation, guests agree to comply with the house rules. Guests who fail to adhere to these rules are responsible for any resulting damages, fees, charges, or expenses. In case of non-compliance, we reserve the right to cancel the reservation immediately and require the apartment to be vacated without refund.

**How to Contact Us** | For questions, issues, and suggestions, you can reach us via our WhatsApp chat at 0176 80471369.

The welcome letter in your language can be found on our website. Simply scan the QR code and select your country!

