

HOUSE RULES

Dear guests,

To ensure a smooth and enjoyable stay at McDreams, we kindly ask you to read our house rules and share them with your fellow travellers.

Please note that our Terms & Conditions apply in addition. You can find them on our website at www.mcdreamshotels.de/terms-conditions.html.

Employees

Our employees are authorised to ban any guest from the hotel who disregards the house rules.

Check-in and check-out

Check-In from 3 pm

Check-Out until 11 pm

Rooms

Hotel employees are authorised to enter guest rooms during a guest's stay for the purpose of housekeeping, maintenance or in emergency situations.

Please do not flush sanitary towels, tampons or other items down the toilet as they can cause blockages. We explicitly reserve the right to claim compensation should these instructions be disregarded and our company is detrimentally affected as a result.

The hotel reserves the right to charge a fee for special cleaning needs that go beyond normal everyday cleaning.

Treatment of hotel property

The hotel rooms and their fixtures and furnishings as well as all other hotel property are to be treated with care.

We kindly ask you to report complaints about the room or inconveniences caused by other guests staying in the hotel immediately to the reception or by calling our hotline.

Please be advised that we reserve the right to charge guests for any damage caused to hotel property. Theft or vandalism of any kind will be reported to the authorities and any resulting damages will be invoiced to the guest. For each violation, we will instruct our partner Creditreform to claim damages from the guest.

Pets

Bringing your pet(s) will require permission from the hotel / staff. Guests must notify the hotel in advance if they wish to bring a pet.

Pets may only be brought along provided that the animals are under the constant supervision of the guest, are free of contagious diseases and do not pose any other risk to the hotel staff or other hotel guests.

Please do not leave pets unattended in the room when leaving the hotel. If you leave your pet alone in the room for a short period of time, please post the 'Do not disturb' sign on the outside of the room door.

You are welcome to inform our staff at the reception or our hotline at what time housekeeping is possible.

In the case of heavy soiling and/or odours, we reserve the right to charge a cleaning fee. The same applies to damage caused by your pet.

Dogs must be kept on a leash when in the hotel or on hotel property. If the house rules are violated because of the animal, the hotel reserves the right to cancel the booking.

Illegal drugs and weapons

Bringing illegal drugs or weapons to the hotel is strictly prohibited and leads to an immediate ban. In such a case, we will inform the authorities.

Smoking and open flames

Smoking is prohibited in the entire hotel and is only permitted outside the building. The hotel assumes no liability if a fire alarm is triggered by unauthorised smoking or if the smoke detectors were deliberately tampered with or sabotaged (e.g. by turning it out or covering it), the hotel accepts no liability. The resulting costs for the deployment of the fire brigade or other security services will be invoiced to the guest.

If you are found to be smoking in the room or tampering with or sabotaging the smoke detector, you will be charged a fee of EUR 250 or more.

Open fires, lighting candles or incense sticks are not allowed anywhere in the hotel. Please be advised that we reserve the right to charge guests for any damage caused to hotel property.

For each violation, we will instruct our partner Creditreform to claim damages from the guest.

Quiet hours, order and security

Please be mindful of other guests and observe our quiet hours from 10 pm to 7 am. In case of non-observance, guests will be requested to leave the hotel and we will impose a ban on entering the premises again.

Please close your room door when leaving the hotel.

For safety reasons, it is forbidden to lean out of windows. The windows may only be opened to air the rooms. Entering the roof terrace or smoking at the window will result in a ban and legal action.

Emergency exits (also via the windows) and fire escape stairs may only be used in an emergency and must be kept clear at all times. No luggage or other items must be placed in this area.

Visitors are only allowed to enter the rooms after prior registration at the reception. The hotel can refuse access in individual cases.

Bringing and using own electrical appliances such as cooking plates, barbecues or similar is not permitted.

The hotel excludes all liability for any lost valuables (in particular jewellery, cash, laptops, mobile phones).

Internet use

When using our Internet access, child and youth protection legislation must be observed. Any violations must be reported to the authorities.

We accept no liability for damage resulting from the interruption of the Wi-Fi service.

Emergencies

Our fire alarm is a loud warning sound. If you hear the fire alarm, do not return to your room, but exit the building as quickly as possible via the designated escape routes. Only the stairs and emergency staircases may be used. Emergency exits are marked as such.

You can find the escape plan on the inside of your room door and in the corridors.

Miscellaneous

Changes to our house rules are possible at any time and can be viewed at the reception.

We reserve the right to terminate the existing contract in case of violation of the house rules or misconduct.

Thank you for your attention and for observing these house rules.