

House Rules

KLIPPITZ HEIGHTS

Dear guests!

Hello and welcome to Klippitz Heights! I'm delighted that you have chosen my lodge for your vacation.

Before you settle in and make yourself comfortable, I would like to draw your attention to the house rules, which are part of our contract and guarantee a smooth and pleasant vacation.

If any of the house rules are unclear, please contact me so that they can be explained in more detail and avoid any misunderstandings. Please read all rules carefully to avoid any danger or damage, or deductions from your security deposit upon check-out.

Please treat my house with the same respect you would treat your own home. We have put a lot of effort into making the house a beautiful place where our guests can feel at home.

With that in mind: Have fun, enjoy your vacation and the beautiful surroundings!

LODGE LAYOUT

Parking - There are two parking spaces in front of the house.

Entrance - You enter the house through the main entrance on the upper floor, or alternatively, you can take the external staircase to the right of the house directly to the side entrance in the basement. This allows you to take your luggage directly to the bedrooms or, in winter, store your ski equipment in the covered area in front of the covered side entrance.

Keys - You will find the house key in the small key safe on the front wall next to the mailbox. The key opens both the front door and the side entrance. You will receive your key code in good time before your arrival.

Lighting - The exterior lighting and all hallway lights are automatically controlled by motion and brightness sensors.

However, you can also manually turn on the lights in the basement hallway during the day.

Three room lights (upper floor guest room, upper floor bathroom, basement utility room) can only be controlled from the hallway and have a small indicator light.

Fire extinguisher - A fire extinguisher is located in the basement hallway in the right-hand part of the cupboard with the fire extinguisher symbol.

Smoke detectors are installed on the ceiling in all rooms and hallways.

Electric switch box - In case of a power outage, you will find the electric switch box in the basement, right next to the second entrance door.

Garbage can - The garbage can is located in a shelter at the outer edge of the property by the street.

First Floor - On the first floor, there is a bedroom to the left of the entrance, the staircase to the right, a cloakroom in the middle, and opposite it is the guest bathroom, as well as the living room with a living-dining room and kitchen with wraparound balconies on two sides.

Basement - The basement contains the sauna, two bedrooms with their en-suite bathrooms and wraparound balconies on two sides, as well as a room with a washing machine, dryer, and ski boot dryer. The side entrance is located there.

There is a built-in closet in the hallway; on the right-hand side is the fire extinguisher with the symbol on the door, as well as a vacuum cleaner and cleaning equipment.

General House Rules

Our holiday home is a self-catering house. Nevertheless, we provide our guests with a few useful starter packs, such as coffee capsules for the first morning, soap, and toilet paper, to make your stay as pleasant as possible.

Our tap water is a very good quality, very soft and fragrant; you can drink it without any hesitation.

You can use the Wi-Fi internet connection. By using it, you expressly agree to accept the terms and conditions stipulated in a separate agreement.

In the room by the side entrance in the basement, you will find a washing machine, a circulating air dryer, and a ski boot dryer. Please turn off the appliances after usage and be sure to close the washing machine water tap.

You have to put on **bed linen** by yourself

Please do not place suitcases on the beds; at home, you wouldn't put suitcases on your duvets and bed linen either. Suitcases definitely leave traces.

Blinds – Please read the two-page instructions in the guest folder we have provided for you. The instruction manual is located under the TV in the living room.

Children are not allowed to operate the blinds.

All blinds are custom-made. Please handle them with care. The blind in the stairwell requires scaffolding for repairs. This always remains lowered; however, you can open or close the slats.

Environmental contribution - We all want and must do our part to protect the environment and ask our guests to do the same!

We ask that you dispose of glass and paper at the collection points indicated in the guest folder.

Unfortunately, the municipality currently does not offer plastic collection in the Alpine Hut Village. I have already contacted them several times about this.

Currently, you must dispose of everything in the bin in front of the house.

Since **garbage collection** only comes to our Alpine Hut Village **once a month on Friday mornings** and twice over Christmas/New Year, we ask you to keep your garbage to a minimum, as otherwise, if you have multiple consecutive tenants, the bins may be full.

We have spared no expense and have already selected the largest possible bin for you.

I have included the garbage collection dates in your guest folder.

Please do not flush toiletries down the toilet. A separate container is provided in each bathroom for this purpose.

DEPARTURE - Our holiday home must be vacated by 9:00 a.m. on the day of departure for service purposes and left in a tidy and clean condition.

This includes:

- Stripping the bed linens yourself (but not the mattress protector) and leaving them on the bed.
- Vacuuming the house thoroughly.
- Clean and return all used items to their proper place.
- Empty the dishwasher and put its contents back in their proper place.
- Empty the refrigerator.
- Dispose of perishable food.

- Turn off all appliances, **turn off the boiler under the sink** using its own light/switch, turn off all lights, close windows and doors, and lock two front doors.
- Please **return the house key to the key safe** next to the main entrance **and change the combination.**
- Place the trash in the building's own recycling bin.
- Glass can be disposed of in the containers in the parking lot where Klippitztörlstrasse L91 meets Bundesstrasse 78. For larger packaging, such as at Christmas, we ask you to dispose of paper in the paper bin located in front of the Bad St. Leonhard waste collection center, directly behind the roundabout. (See sketch "Disposal of Glass, Metal, Paper") following these house rules
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Please understand that if you forget these tasks, the service will take care of them for you after your departure at your expense. This will then be deducted from the security deposit.

Registration and Visitors

We want you to fully enjoy your vacation and your time in our house. As part of our rental agreement, we require the names and information of each member of your travel group. We must complete the guest registration required in Carinthia for you.

Up to 6 booked guests are permitted in the holiday home, including a maximum of 3 children who must be over 6 years old.

Guests are only permitted to receive visitors during the daytime during their stay. Guests are responsible for ensuring that all visitors comply with these house rules. Additional overnight guests are not permitted.

Parties, especially bachelor/bachelorette parties, and gatherings of any kind are prohibited in our house.

Guests must allow the house owner or caretaker access to the house for repair and inspection purposes. The property owner will exercise this right of access appropriately and provide advance notice if possible.

Noise Level and Quiet Times

Just like our vacation rental, good neighborliness is important to us. Our neighbors and the many short-term guests enjoy the recreational value of the quiet alpine region. Please therefore respect the community and keep the noise level to a minimum, especially between 10:00 p.m. and 8:00 a.m.

Should complaints arise about excessive noise or improper behavior, we reserve the right to terminate the rental agreement immediately and retain the security deposit. In the event of disputes or neighborly complaints, we also ask you to inform us as soon as possible.

Parking

We have parking spaces for up to two large vehicles on our property. It is also possible to park vehicles on the street along the property boundary/fence.

Kitchen Use and Furniture

Drain - Be careful not to flush food scraps down the drain. There is a waste container under the sink for garbage.

Cleaning Supplies - in the 3rd drawer next to the refrigerator, you'll find 10 dishwasher tablets and a funnel for adding salt. Rinse aid and salt are located directly under the sink. A scouring pad, brush, and a small bottle of dish soap are located on the sink.

Dishwasher – this has been provided for your convenience.

The following items are **NOT allowed in the dishwasher:**

- Wooden bowls, wooden boards
- Plastic parts of juice press and coffee machine
- All wine and champagne glasses (you may enjoy the long-stemmed glasses; please wash them by hand.)

Dishwasher water supply – For insurance reasons, we ask you to turn off the water supply to the dishwasher under the sink after use.

Oven: Please clean the oven immediately after baking with splashes. A damp cloth and a sponge will suffice.

Cleaning of baked-on spills is very time-consuming; our cleaning team is not obligated to do so and will charge for it and report it.

Arrangement of kitchen utensils/dishes/glasses/pots and pans - **We ask you to put all kitchen utensils back in their original place – we have attached some photos to the cupboards for guidance.**

Everything has been arranged for clarity and the best possible cleaning.

Arrangement of furniture - It is not permitted to move furniture around; the furnishings are arranged this way, among other things, for safety reasons (fireplace).

Security, keys, and key safe

Please watch **your house key carefully**. It fits both the front door on the upper floor and the separate entrance on the lower floor. Upon departure, please return the key to the upper key safe and change the combination. The lower key safe is private and has a different combination.

If the key is lost, the landlord must be informed immediately.

Please note that two locks will then have to be replaced at your expense.

Windows and Doors - Please familiarize yourself with the operation of the PSK windows/doors before using them (see the 1-page description in the living room, which is displayed under the TV), also in the guest folder.

Please close windows and doors before leaving the house. In rainy and stormy weather, rain, hail, and snow can enter even if the windows/doors are left ajar.

Gas and Electricity - Despite high energy prices, we do not charge an extra fee for electricity or gas; please turn off appliances and lights after use.

Your Personal Valuables - Please keep an eye on your valuables. As the landlord, we assume no liability for the loss of personal valuables. Please close the windows and sliding doors at night and when you are away, and lock both front doors.

If you lose any of your belongings, please let us know as soon as possible so that the cleaning team can look for them while cleaning&checking the holiday home. If something is found, you must weigh the costs of reshipping it against the value of your item.

If items (belonging to the Klippitz Heights facilities, be it a hairdryer or something else), were accidentally packed in your suitcase, you have time until you arrive home and unpack to notify us. This can happen. The guest and landlord will then discuss whether the item will be returned or deducted from the security deposit.

If items belonging to the Klippitz Heights facilities are reported as missing by the service staff (the staff has inventory lists available during cleaning), they will be considered either accidentally packed or broken and discarded but not reported.

In this case, we will contact you and ask for clarification.

The housekeeping at Klippitz Heights is well-organized and manageable.

Children and Safety

We have designed our vacation home to be as child-friendly as possible for children aged 6 and older. However, parents are responsible for their childrens` safety.

To keep our property child-friendly, we ask you:

- Not to allow children to operate any electrical devices
- Not to allow children to handle fire
- Not to leave children unattended in the house or on the property
- Not to disturb other holiday guests

Sauna

In the basement, you will find a combination sauna for Finnish use or a sauna with infrared heaters, and a shower.

The sauna may only be used after reading the operating instructions.
Use of the sauna is at your own risk. Please observe all common sauna rules and your own health. We, as the landlord, assume no responsibility.

Heating and Fireplace

KLIPPITZ HEIGHTS has underfloor heating on both floors, automatically regulated by the outside temperature, which ensures a pleasant indoor climate. Any interference with the heating control system is strictly prohibited.

A pellet fireplace in the living-dining area on the upper floor creates a cozy atmosphere in the fall/winter. The fireplace is only serviced in winter and autumn. The fireplace may only be used after reading the operating instructions (located next to the stove).

The stove is not integrated into the heating control system and is intended **only as an additional device for creating a cozy atmosphere.** Please be sure to turn off the stove when you leave the living room in the evening.

Terrace and Balcony

The balconies on the upper and lower floors offer fantastic views and are a place where our guests can relax in the fresh mountain air.

Please note that the exposed, elevated location is sometimes exposed to severe weather conditions. To keep this area in top condition for future visitors to our holiday home, we ask you to:

- In bad weather (rain, snow, storms, etc.), move the lightweight benches to the sheltered, covered area and store the small side tables inside.
- place the cushions off the sun loungers back on the cupboard in the guest room on the upper floor next to the entrance.

Smoking

Klippitz Heights is a non-smoking house!

Smoking is not permitted in the house or on the balconies. This is the only way we can ensure a pleasant and **safe stay** for all our guests in a solid **wood house**. If you smoke outside in the fresh air, please do not throw cigarette butts on the ground.

Pets - No pets are allowed!

Barbecues (summer season only)

Is there anything better than firing up the grill on a sunny afternoon? To ensure this is possible during your stay, we provide you with a gas grill.

Read the instruction manual and only use the grill if you are familiar with handling a gas grill and exchanging gas cylinders.

The grill is connected to a 5 kg exchange gas cylinder, which is standard in Austria. If the cylinder runs out during your stay, please obtain a filled

replacement cylinder from **Installation/Solar Pfeiffer, Schmiedeweg 114, 9462 Bad St. Leonhard, phone 0043 4350 2235**. It is located behind the "Lagerhaus" hardware store.

Take a legible photo of the receipt, and I will refund the amount with your deposit.

Please clean the grill after use and before departure. Our cleaning team is not obligated to do so; cleaning will be charged.

```` Please only use the grill until 10:00 PM to keep noise and odors to a minimum for our neighbors.

### **Location of Grill and Balcony Furniture**

The grill and balcony furniture do not belong in the garden; a picnic bench is provided there.

Outdoor furniture can be arranged on each floor as you like, but it shall not be moved to other floors.

### **Damage**

Please treat our holiday home and its furnishings with due care. Nevertheless, mishaps or accidents can happen. To avoid misunderstandings and annoyances, we ask you to always report any damage to us immediately. So far, no guest has had to pay for a broken glass or plate; I just need to know about it so I can arrange for replacements.

### **Emergency Contacts**

You can also find these emergency contact details on individual sheets in the guest folder.

### **Declaration of Consent**

These house rules have been established to ensure that every guest who visits our house has a safe and, above all, pleasant stay. Compliance with these rules is essential and binding for every member of the travel group. A violation of these house rules constitutes a violation of the rental conditions you accepted upon booking.

Despite the many rules, I wish you above all:

***A wonderful break at Klippitz Heights!***

Ulrike Moeller

P.S.

For 95% of my guests, the house rules are mirroring their normal behaviour, so no need to mention them all, BUT for some guests, they are new. ...