

## **HOUSE RULES:**

### **Dear Guests,**

We look forward to welcoming you as our guest of our house.  
Without rules, a good get-together doesn't work.

## **ARRIVAL AND DEPARTURE**

The apartment is on the day of arrival from 15.30 clock open.  
Please let us know when is your arriving time, if it is possible not later than one day before.

The key can also be deposited;

On the day of departure, the apartment must be left in immaculate condition by 11.00.

After inquiry question you can left the apartment later, but this is an individually decision.

The dishes should be left clean in the kitchenette area. The beds do not have to be deducted.  
Please throw all used towels on a pile on the floor before departure. Thank you;

## **ADDITIONAL COSTS**

Water, electricity, heating and garbage are included in the rental price. These costs are calculated for a normal consumption, should that be more as normal, the owner reserves the right to charge an additional amount. In the case of a short-term failure of furnishings, public utilities or force majeure, there is no right to a price reduction. Defects in the holiday home must be reported to the owner immediately. The guest grants the owner a reasonable period of time to eliminate the defects. Later complaints are not accepted, cannot be considered.

Sometimes the water can be need a short time to be hot again, in this case a lot of people take to the same time hot water. We have two very big warm water silos in our cellar, but it needs a little bit time, that the two can repository the hot water again. When it's need longer please tell us.

## **AIRING**

We ask you to airing the rooms sufficiently, at least once a day for 5-10 minutes, Thank you!

## **BED LINEN**

We will provide you with linen for the duration of your stay. Should you need additional linens, please contact us directly.

In the apartment additional plaids are available. These are only for the in-house area or balcony.

We ask you not to use these as picnic blankets; the same applies to the bath towels;

## **BREAKFAST BASKET**

If you like to offer a breakfast basket, please let us know the evening before;

## **CLEANING**

The cost of the final cleaning per apartment is 40 euros and for the double room is 15 euros.  
If there is a lot of dirt on departure, we will be charged the extra time after.

## **CHILDREN'S CHANGING TABLE & BED**

Upon request, we provide a travel bed, including bed linen and a changing table, free of charge. Please let us know when you booking the unit, what you may need in addition.

## **DAMAGE**

Mostly does anyone intentionally damage things, but it cans everyone happen. In this case, you have to inform us of the damage immediately, so that we can eliminate it, when it is possible.

The guest is **liable for damages** in the amount of the replacement cost, in the case of a major damage; the owner calls a charge for the lost time where the owner cannot rent the flat to other guests. THANK YOU FOR UNDERSTANDING;

Please handle with the furniture with care; these are mostly beloved heirlooms that are not replaceable. I hope you can appreciate the house decorated with love, feel comfortable in it and enjoy the time with us. Please treat our house and our inventory well. Thank you;

## **DOGS**

Please make sure that your dog is on your side in the general rooms, unless he actually follows the word. Dogs are not allowed in the wellness area. We have a small house dog ourselves, if your dog reacts aggressively to other dogs, we ask you to put him or her on a leash in the general area. Make sure that your dog does not cause any damage. You are liable for your four-legged friend. Please consider that not every guest is a dog lover. For the dogs there is a water bowl on the ground floor. We have also dog cookies deposited in the entrance - you are welcome to give your dog a cookie. The cookies are not a substitute for food. Dog bags for disposal are available on the other side of the street. Please use them.

## **DUTY OF CARE**

We ask you to treat the rented property with care and to make sure that the guests with you also take care. Please watch of your children and dogs, although there are make not often problems - They are our dearest guests;Please, close all windows when you leave the unit to prevent damage from storms or rain. Resources such as water, electricity, etc. should be used with mind and care. We all have a responsibility to our environment and the next generation.

## **Early departure**

No refunds will be made in the case of early departure.

## **FIRE EXTINGUISHER**

Located in the entrance room near the coffee machine and in the romantic apartment;

## **GARBAGE - CLEAN KEEPING ETC.**

We ask you to leave the general rooms in a way that the other guests also enjoy using them.

No hygiene products, waste, food scraps, harmful liquids etc. may be thrown into the shower and toilet, because this could lead to possible blockages. Please use the alternative disposal options provided. We therefore ask you not to dispose of any food in the wellness area and not to eat in the infrared cabin or sauna. Food or drinks that you bring into the wellness room or wine cellar must be removed after use. Dogs are everywhere welcome, but not in the wellness area.

For us it has a great importance to separation the waste, we ask you to help us with this:

The garbage is to be separated in: Plastic, paper and residual waste. There are 3 dung buckets in each accommodation unit: a wastepaper basket, bucket for plastic, a normal residual waste bin . In front of the house are the corresponding bins. Please do not dispose of waste glass there – when it is possible dispose your glass in the glass container in Weitenegg at the parking place, When you don't have the possibility leave it in the unit. Please do not dispose the bottles in the residual waste! Returnable bottles and goods must also be disposed where you purchase it.

Should an accident happen to you (extreme dirt, liquids on the floor or work surfaces, and more.), we ask you to remove it immediately.

We also kindly ask you to leave the unit well on the departure and to leave the dishes clean in the kitchen area. We cannot constantly check all the dishes. Unfortunately it often happens that the dirty dishes are placed to the clean dishes. We thank you for your contribution.

### Romantic Apartment

Please keeps the way to the balcony clean and does not litter- also not with food. One day we had so much ants, from one day to the other all flowers was ill, as I looked under the plants and bushes, was there a lot of fruits and vegetables waste. Since this time we have a problem with ants that we has never before. Please give your bio waste also in the residual waste.

## **HAIRDRYER**

We will provide you with a hair dryer for the duration of your stay. Please clean the devices after use of your hairs.

## **HOUSE RULES**

In exceptional cases, it may be necessary for the owner to enter the apartment without the guest's knowledge. We only do it when there is no other possibility, we respect your privacy.

## **Internet / W-LAN**

We provide a free wireless Internet access (W-LAN) for our guests;

The access is "Guest - Cottage9". The password: Cottag9

The private access cottage 9 is not allowed to be accessed;

## **KITCHENETTE**

Please take care of the kitchen equipment and technical devices. (Operating instructions can be found in the cupboards). Only put the dishes back into the cupboards when the dishes are clean. The same applies to cutlery, pots and pans and appliances that you have use. The cleaning staff will make every effort to check the dishes when it is possibility, but not every cup and so on. Please give only the clean staff back in the cupboards. Please, No rubbish, food leftovers, harmful liquids etc. may be poured into the sink, as this can lead to blockages.

## **KEY**

Please never give the keys out of your hand. Any loss of the keys must be reported immediately to the owner and the guest is liable up to the amount of the replacement costs.

## LIABILITY

The owner is not liable for valuables of the guest(s). There is no safe in the units, so lock the door of your unit before you leaving the house. The most guests are fair and have good manners.

## LARCENY

We look forward to welcoming you here and will gladly provide you and the following guests with a lot. We make sure that the rooms are beautifully decorated, so that there is a personally warm atmosphere. Please appreciate this and leave the items in the house, where things belong. Should something be lost after your stay, we will send you the bill. Likewise, the books are only for browsing, reading in the house not to take away.

## MEDICINE HELP

For emergencies, a small home pharmacy is available, which you will find in the spa.

We hope you will not need them. **Rescue: 144 Emergency Doctor: 141**

## Oven Romantic Apartment

You find a message in the unit, how you have to use the oven; We made really bad experience with some guests, this is our ownership; Please show on the message; It is very dangerous when you don't handle correct, also for the other guests, when you have a question ask us. Thank you;

## SALE

In the wine cellar we offer a small assortment of mainly regional wines, water and fruit juices for sale. You are welcome to take yourself products and to tell us later what you have consumed, latesty before you leave. This handling has worked very well in the recent years, please appreciate this confidence, and tell us what you have consumed, so that we can hold the system. When you want to sale something from the shop, please tells us. We will be happy to assist you;

## PRIVATE

Rooms which have not been rented, which do not belong to the general area, may not be entered or used without agreement with the owner. If they are used, or used a unit without agreement, the guest has to pay the costs for the overnight stay. For all guests & the owners the right of privacy applies. In our house different cultures and age groups from all over the world come together: We ask you to enter the general rooms in dressed. It is not allowed to appear in the common areas in underwear. Swimwear in outdoor areas is allowed. You are welcome to go through the house to the wellness area with bathing clothes wrapped in a bath towel or bathrobe. In the wellness area, if you are not alone, you should wear a bathing suit. The wine cellar may not be entered in bathing clothes.

## PLAY CORNER

Please bring the games and books, the DVD 's back to the place where you found them and take care of them.

## REST TIMES

The apartments are located in a residential area. In the sense of a good dear neighborhood, we ask you to keep the public rest periods such as lunch, night and Sunday rest.

Also in the holiday flat itself the resttime should be kept out of consideration between 22:00 and 7:00 o'clock in such a way that the other guests of the house do not feel disturbed;

## SMOKING

Our holiday units are non-smoking rooms; you are welcome to smoke in the outdoor areas. Damages: Burn marks and holes in or on furniture, flooring, bed linen, etc. mean that we have to charge you for this at replacement value. There is the possibility of smoking in the outdoor areas, please dispose of the cigarette let not on the property or street. Put the cigarettes in the ashtray and later in the residual waste. You will find ashtrays in front of the house, on the balconies and when you do not find one tell the owner please. We have enough ashtrays.

## TOWELS

We also provide towels for the duration of your stay. Throw the used towels on the floor before you leave. The towels must be left in the house. When you need towels for the beach tell us.

## TOGETHERNESS

Please be respectful, considerate and polite with the other guests and also with the owners and their staff. Be careful what word and kind of handling with you language and also your being you use, there may also be children in the house or people who are have other types of handling We as owner also demand orderly, appreciative behavior and return it out of conviction.

**The most of our guests are be life in this way and we can say they are great guests;** Good or common, respectful cooperation should not be an advertising slogan in our house, it is a real lived value in our home. We do not accept any kind of violence. Thank you;

This also applies to the privacy of the other guests and the owners.

The private area of the owners is only to be entered after their agreement.

Since the owner and her son were confronted in the past with offence of privacy and spreading of false facts, and this in fact after more than as 6 years legally and publicly still is not cleared up, a very sensitive point. This is real violence- this is NO joke- NO Hoppala - NO Aua - you like to be a part from violence ? economic damage, stalking, and so on, and when you only a small puzzle piece—we do not believe so- Now you know more about the real situation; Really a lot of people, but not enough can understand and they are fair & correct. This works very good for both sides. Please be a part from this kind of humans.

Unfortunately, we react more and more consistently to infringements with good reasons.

To speak in a very impolite, very from behind, inappropriately familiar, ambiguous way of communicating with the owners is not allowed. This is the opposite behavior which forms the basis for a good togetherness and also the DON'TS include sexual, highly private allusions or approaches; This too applies to dealing with the other guests who are on holiday here.

They too want not to be in touch with bad jokes, bad manners sexual or racist statements, too

And also make signs! -Some even with garbage or in the way to ruined something in the property **IS NO SMALL FUN!** We as owners want to live in our house non-violently; And most of our guests from all regions of the world also!, please consider this in your handling.

**TOLERANCE & RESPECT FOR OTHER HABITATS HAS ALWAYS WORTH IT** for all!

The most of our guests are adults, we can demand that the understand that. It is really rare that we have to remember the no adults-They mostly go in a good way with the owner and the other guests together. Please your, my and other kids are not a mind idea or something like that; they are personally humans with feeling and mind - a small wonder;

## WELLNESS AREA

The wellness area is available for our guests between 13 and 18 o'clock, if they should be our only guests in the house it is possible to use it longer after arrangement. The wellness area is to be left clean. Please do not use all shower towels, otherwise the next guests will not be able to use same. This is also not very compatible for the environment.

## WINE CELLAR

The wine cellar is our common room; it is available to all guests.

Please bring the washed glasses back to the cellar.

The wine cellar may not be entered in bathing clothes.

## NOTICE

In the case of multiple infringements of the rental conditions, the owner can cancel the contract and the guest in this case must leave the apartment immediately. However, there is no entitlement to a refund of the rental price.

**Thank you for your understanding and adherence to our rules.**

**So everyone in the house can enjoy their holidays and their time together.**

Enjoy your stay!

A little note:

We ask you to remain fair in public evaluation and to include price-performance company size etc.. We cannot offer the comfort of an X star hotel;

It should also be self-evident that public ratings are not for ambiguous allusions.

More services, items would cost more and increase the price. We want to offer holidays for every budget. We do not see ourselves as a classic pension but rather as an apartment house for your individual holiday;

**With kind regards family Wolf;**

Herzliche Grüße  aus der Wachau  
Fam. Wolf

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