

Die Zwei Löwen House rules

Dear guest

We warmly welcome you to our holiday accommodation 'Die Zwei Löwen'.
We have paid a lot of attention to the apartments and hope you will have a wonderful holiday!

To make your stay at 'Die Zwei Löwen' even more pleasant, we kindly ask you to read the following house rules and pass them on to all fellow travellers. Please note that the general terms and conditions of 'Die Zwei Löwen' also apply <https://diezweilowen.nl/en/terms-and-conditions/>

Reception

The reception of 'Die Zwei Löwen' is located on the right-hand side of the building.
We grant you your freedom and privacy, therefore our staff is not available 24 hours a day, however we can always be reached by phone, and check-in and check-out is preferably personal.

Check-in and check-out

Check-in from 3 p.m. possible on site, please call the number given in the booking confirmation on the day of arrival to collect the keys.

Check-out from 8 a.m. to 10 a.m.

It is also possible to check in earlier, or check out later, at an additional cost of €25 per 2-hour window.
(Please note that this is only possible if we know in advance due to cleaning and guest arrivals and based upon availability).

Deposit

On arrival, a deposit of €250.00 per stay and per appartement can be requested at the reception to be authorized by bank or credit card.
This authorization will be released on departure if there are no damages and in case of damages will be discussed with the guests before charging the payment card.

Pets

Pets are allowed at 'Die Zwei Löwen', however we charge € 10,- per pet, per day due to anti-allergy final cleaning.

General

If you are missing something in the furniture or need help - please let us know immediately. This is the only way we can quickly remedy any shortcomings.

We are happy to answer all your questions about the apartment or provide information on excursion tips.

All things in or belonging to the apartments may be used by guests. Please treat things in and around the house with care.

No one will intentionally damage things in the accommodation, but it can happen to anyone that something breaks. We would appreciate it if you inform us of any damage, and that we do not discover it, after your departure or when the next guests have moved in.

The tenants are liable for damages to the extent that you, your fellow travellers, your guests or pets are responsible for them, or for other reasons, but this does not apply to small things such as a broken glass.

Die Zwei Löwen expressly accepts no liability for the loss of valuables (especially jewellery, cash, laptop, mobile phone).

You are not allowed to bring your bicycle, skis or snowboard into your apartment or to place them in the hallway or corridors. Please use the ski and bicycle room in the basement, entrance at the back of the building. It is also not allowed to enter the building with ski boots.

Wifi login name: Die zwei löwen, Password: Enjoy!01

When using the W-LAN free of charge for the guest, the provisions on data protection, child protection and youth protection must be observed. Violations must be reported to the police.

Apartments

Die Zwei Löwen provide two keys for each apartment. If lost, we will charge €100 per key. Bed linen and towels are provided in all apartments and included in the price. Important for multiple travellers: Our holiday flat is optimally equipped for the number of people booked. If additional guests are travelling with you, please notify us immediately so that we can provide bed linen and towels.

It is not permitted to have additional guests stay overnight in the apartment. Furniture from the interior may not be carried outside.

Reset the hob? Remove the Perilex plug and plug it in again; it is located in the kitchen sink cabinet.

TV with integrated receiver and remote control. Do not reprogram the appliances according to your wishes.

When you leave, the kitchen should look as you found it if possible with all dishes washed. Waste, food residues, harmful liquids and others should not be thrown or poured into the sink, basin, shower or toilet as this can lead to unpleasant blockages. Please dispose of your waste in the designated waste container, which is located on the right-hand side of the building.

Night rest, order & safety

Die Zwei Löwen expects respectful treatment of other guests, residents and staff. Between 10pm and 8am, we kindly ask you to respect the night's rest and not to disturb other guests. Persons who violate the peace and quiet of the house may be refused further stay and, if necessary, expelled from the house.

Leaning out of the window, sitting on the windowsill, throwing objects out of the window or shouting out of the window is not allowed.

Emergency exits (including through windows) and fire escapes should be used only in emergencies.

The use of grills, music systems and similar is not allowed. The front door is always closed. For security reasons, public areas are under video surveillance.

Smoking, illegal poisons & weapons

Open fire, smoking and lighting candles are strictly prohibited in all parts of the building.

For violation, 'Die Zwei Löwen' will charge a fee of €250,-. The same applies to tampering with fire extinguishers, smoke detectors, alarm systems or unauthorised opening of emergency doors.

Die Zwei Löwen reserves the right to claim higher damages if, for example, a fire action or fire damage to property due to unauthorised smoking is charged to Die Zwei Löwen.

The carrying of illegal narcotics or weapons is strictly prohibited and will result in immediate expulsion. In any case, the competent authorities will be notified immediately. The fire alarm is a loud signal tone. When this sounds, you are no longer allowed to go to your apartment. Take only your shoes, a coat and your valuables with you. Leave your apartment by the quickest way.

Terrace and outdoor area

The seat cushions for the garden furniture at the rear are available in the ski/bicycle room at the rear of the building.

For the apartments with front terrace and balcony apartments, these are located in the apartments.

Please bring the seat cushions for the garden furniture at night and in rainy weather to the accommodation/ski-bike room.

The car park is for the use of our guests, please try to use the available parking space as effectively as possible and not block it for other guests. If it is otherwise occupied, please let us know.

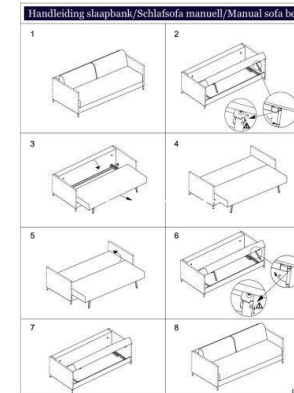
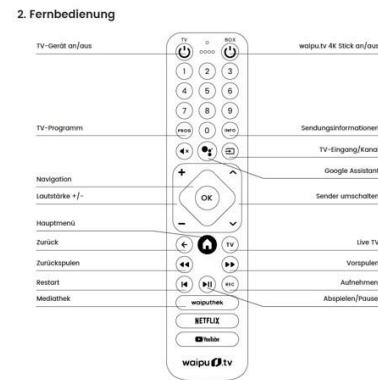
We will then take care of it.

Energy and water

Providing resources such as water and energy is expensive. So please use it sparingly.

TV

Normal TV is possible with Waipu.TV : <https://www.waipu.tv/>



In conclusion

Gross violations of the house rules, the general terms and conditions and ignoring instructions by staff , will result in removal from the complex.
A refund for services already paid for is excluded.

Thank you for your attention and for complying with these house rules.
Should you have any further questions about your stay, we are at your disposal at any time.

We wish you a pleasant stay at 'Die Zwei Löwen' and are glad that you are our guest.

Team Die Zwei Löwen
Am Waltenberg 37
59955 Winterberg
telefoon:004915117894524
info@diezweilowen.nl
<https://diezweilowen.nl>

Inclusive services

Overnight stay	Included
Bed linen	Included
Towels and kitchen towels	Included
Final cleaning	Included
WIFI	Included
Parking	Included
Safe box	Included
Bicycle storage	Included
Ski storage	Included
Sauerlandkart	Included

Additional services

Baby cot	€ 10,- p.p.
Extra bed linen package	€ 12,50 p.p.
Extra towel package	€ 7,50 p.p.
Extra kitchen zowel package	€ 5,- per room
Extra cleaning	€ 50,- per room
Later check-out	€ 25,- per time window of 2 hours
Earlier check-in	€ 25,- per time window of 2 hours
Pets	€ 10,- per pet per day
Wine red, white or rose	€ 20,- per bottle