

PARK HOTEL

HolidayApartment

- Lindenstrasse 2 • 23554 Lübeck
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- fax +49 (0) 451 8719729
- post@parkhotel-luebeck.de
- www.parkhotel-luebeck.de

Tips and Tricks

Arrival and Departure:

The apartment is available as of 3 p.m. on your arrival day. Please give us your estimated arrival time a few days prior to your stay by calling us (+49 451 871970) or by writing an email to us at post@parkhotel-luebeck.de. Please inform about unexpected delays. The keys will be handed over at the Park Hotel reception desk. We will guide you to the apartment building next door and explain the procedures.

Bathroom

We ask you kindly to wipe down the shower tiles after taking a shower or bath, to avoid dirt and lime deposits. Please leave the door as well as the window (tilted) open for ventilation after taking a shower or bath. Do not dispose of hygiene products, trash, left-over food, dangerous liquids, grease, etc. in the bathtub, shower, or toilet. Please use the trash bins for waste.

Bed Linens

We provide bed linens for the duration of your stay. It is not necessary to take off the bed linens when you leave.

Blankets

The woolen blankets in the apartment may only be used inside the apartment. For outdoors, please take only the picnic blanket in the hallway closet.

Cancellations

If you have travel cancellation insurance, you are on the safe side, because this insurance covers the cancellation costs we must bill you in case you cancel your trip due to insured reasons.

Basically we confirm non-refundable reservations. Any cancellation deadline must be confirmed in writing.

Check Out

You must check out of the apartment by 11:30 a.m. at the latest. Please leave the bed linens and towels as-is. We would appreciate your collecting all used towels in a pile on the bathroom floor.

Children's bed / high chair

Upon request, we will provide a children's travel bed, bed linens, and/or a high chair subject to a charge. Please inform us of your request when making your reservation.

Cleaning

Accidents happen. If you have a mishap which leads to extreme dirt, liquids on the wooden floors, or other issues, please clean up immediately. There are brooms, dustpans, buckets, and a mop available in the apartment. If you need help, please contact the Park Hotel reception desk.

Damage

Please let us know about any damages immediately! The apartment tenant is principally liable for damages in the amount of replacement costs.

Due Care

We ask our tenants to treat the apartment with care and to ensure that fellow travellers, family members, and/or children adhere to rental conditions. The entrance door should remain closed, and should be locked when leaving the apartment. All windows must be closed when the apartment is left, in order to prevent burglary or damages due to sudden weather changes.

Early Departure

Apartment including breakfast and cleaning: 10% refund – holiday apartment: no refund.

Final Cleaning

Final cleaning costs are covered in a flat-rate payment and calculated based on a normal cleaning effort. Heavy, abnormal soiling or staining will be charged according to the necessary cleaning effort either immediately or subsequently.

Hair dryer

A hair dryer is located in the bathroom for your convenience. Please remove any hair after use.

Intermediate Cleaning

We can arrange the daily cleaning of the holiday apartment subject to a surcharge.

Internet / Wi-Fi

Free wireless LAN internet access is available in the apartment. You can receive the individual access code at the Park Hotel reception desk.

Keys

Please keep the keys yourself. Do not give them to others. Loss of a key must be reported immediately. For safety reasons, the locks and keys must be replaced if the keys are lost. The tenant is liable for replacement of equal value, up to the amount of the replacement costs.

Kitchen

Please handle the furniture and electronic equipment carefully. All instruction manuals are located in the storage compartment. If the dishwasher is not full, please use the short program. In case of doubt, or if you have questions about the appliances, it is better to directly contact the Park Hotel employees. Please return clean dishes to the cabinets, as well as silverware, pots, and other items that you have used.

Late Check-Out

Late check out must be discussed and confirmed in detail.

Liability

The landlord is not liable for any of the tenant's valuables. The landlord's contractual or criminal liability is limited to the amount of the rental fee.

Payment

The complete rental fee is due according to the payment plan and upon arrival at the apartment.

Parking

The driveway directly in front of the apartment can be used for parking. Paid parking garages as well as further public parking are nearby. The available parking spot does not constitute a safekeeping agreement. The landlord, except in case of gross negligence or premeditation, is not liable for loss or damage of vehicles parked on the property, or their contents.

Pets

Pets are not permitted in the apartment.

Picnic Blanket

There is a picnic blanket available for use outside of the apartment.

Price Reduction

If usage is limited by the failure of furnishings, by failure of public supply, or by force majeure, the tenant is not entitled to a price reduction. Defects in the apartment must be reported to the landlord immediately. The tenant will give the landlord an acceptable deadline for repairing defects. Complaints made at a later time will not be accepted or taken into account.

Property Rights

The landlord or his representatives are permitted to enter the apartment, even without the tenant's knowledge. Entry will be announced by telephone; if the tenant is not reachable, then absence is assumed.

Quiet Hours

The apartment is located in a residential area. We ask you to respect the quiet hours in the afternoons, at night, and on Sundays, especially from 10 p.m. to 7 a.m.

Reservation

Reservations for apartment use are available on Park Hotel homepage, find link "rates".

Reservations for holiday apartment use are offered upon request via email or fax only.

- You make your reservation request including arrival and departure data and kind of usage;
- You name the number of adult persons, all children and babies;
- We send the offer with an exact price in writing via email, fax or pdf file;
- You accept the reservation in writing via e-mail, fax, or pdf file;
- We confirm via email, fax or pdf file with the payment objectives or call for credit card guarantee;
- We confirm your deposit payments upon request or credit card guarantee;
- When we confirm your reservation, the lodging contract is in place and becomes binding. At the same time, you accept the house rules, the rental conditions, and the cancellation expenses in case of non-arrival or cancellation.

Sauna

Please only use the sauna after receiving a briefing about how it works. An important safety warning: Before turning on the sauna, please check the oven and make sure that there are no objects (towels) on the oven or the railing! Fire hazard!

Shoes

Thank you not to walk in the apartment with dirty street shoes on. The hallway is tiled and easy to clean, but cleaning the wooden floor in the living rooms is much more time-consuming.

Smoking

Smoking is absolutely not permitted in the apartment. Smoking is permitted on the balcony or the forecourt. Please dispose cigarette butts in the ashtray. Pay attention to embers!

Telephone

There are 2 telephones in the holiday apartment. Both are connected to the Park Hotel's telephone system. Detailed instructions are located next to the telephones.

Termination

In case rental conditions are violated, the landlord is permitted to unilaterally terminate the contract. The tenant must vacate the apartment immediately. In this special case, the rental fee will not be refunded.

Towels

We provide towels for use during your stay. Please collect all used towels on the bathroom floor prior to your departure.

Trash

We separate household waste, and kindly ask for your help.

Utilities and Common Charges

The costs for water, electricity, heating, and trash are, if not otherwise agreed upon, included in the rental fee as long as they are within normal ranges for living purposes. In case the costs during your stay are unusually high, the landlord reserves the right to subsequently bill the charges.

Ventilation

Please be sure to ventilate the apartment daily, by airing with the windows fully open for 5-10 minutes, and after taking a shower or bath.

W-LAN

A free W-LAN network is available. Please see "Internet" for more information.

Severability Clause

If one of these regulations is not valid, the validity of the remaining regulations is not affected.