

**aletto Kudamm GmbH** · Hardenbergstraße 21 · D-10623 Berlin

*In the interests of a pleasant and successful stay, we would like to ask you to observe the following points:*

### 1. ARRIVAL AND DEPARTURE

On the day of arrival, your room will be available from 3 pm. On the day of departure, rooms must be vacated

- by 11 am in the case of individual guests (fewer than 12 pers.)
- by 10.30 am in the case of groups (over 12 pers.)

After these times, a luggage room and lockers are available free of charge. The aletto Hotel Kudamm accepts no liability for luggage items or articles of value.

### 2. KEY CARDS

The hotel provides a key card for each guest. This must be handed in at Reception on departure (collected by the group leader in the case of groups). If lost, a fee of € 6.50 per card will be charged.

### 3. IDENTIFICATION OF GROUPS

On arrival and in consultation with the group leader, wristbands will be distributed, which will allow our staff to check which group you belong to. These wristbands must be worn throughout your stay.

### 4. BEDS AND TOWELS

Please be aware that in the case of group bookings, the beds in the multi-occupancy rooms will be made up by the guests themselves on arrival; the same applies for dormitory bookings. Towels will be provided free of charge in single and twin rooms. If you are staying in multi-occupancy rooms or dormitories, please bring your own towels with you. However, it is also possible to borrow a towel from Reception for a fee and a deposit.

Individual guests will receive towels and made-up beds in all room categories.

### 5. ROOM INVENTORY AND DAMAGES

Should you discover any damage to your room on arrival, please inform us immediately so that you will not be liable to recourse for this. Please do not remove any furnishings or fixtures from your room (e.g. duvets, chairs, etc.).

### 6. ROOM CLEANLINESS

Rooms will be cleaned during your stay. Unless otherwise agreed, only the waste baskets and bathroom will be cleaned for groups of over 12 persons in multi-occupancy rooms. Therefore please keep the rooms clean and tidy yourselves.

Please leave the rooms in a neat and tidy state on departure. An additional cleaning fee will be charged for heavy dirt.

**The following additionally applies for groups of over 12 persons in multi-occupancy rooms: On the day of departure, the beds must be stripped (pillowcase, duvet cover and sheet) and any rubbish disposed of in the dustbins.**

### 7. NO SMOKING

Smoking is strictly forbidden in the entire building. If this rule is breached, the aletto Hotel Kudamm has the right to charge a sum of EUR 150.00 from the guest as compensation for the additional cleaning costs, including any loss in revenue from being unable to let the room. This compensation will be set at a higher amount if aletto Kudamm can prove a higher level of damages.

The aletto Hotel Kudamm is equipped with smoke detectors that are directly linked to the fire service.

If the fire alarm is triggered negligently or intentionally, resulting in deployment of the fire service, the costs (approx. € 2,000.00 per deployment) will be charged to the respective group or room.

### 8. FIRE PRECAUTIONS

It is imperative that the fire-prevention regulations - see separate notice in the corridors and rooms - are followed. Please report any damage or disruption immediately to Reception. Please read the rules on extinguishing fires and handling fire extinguishers, and check the position of escape routes.

### 9. USE OF LIFT

It is imperative that the maximum load of the lifts is not exceeded. In the case of improper use, the hotel accepts no liability and any costs incurred must be settled immediately at the hotel.

## 10. NIGHT-TIME SILENCE

Out of consideration for our other guests and our neighbours, we request that you behave quietly in the corridors, guest rooms and outside the building so that the much-desired night-time silence is not disturbed. In the case of a conflict situation, we reserve the right to take possession of sources of noise such as audio equipment or games consoles until your departure.

## 11. EATING AND DRINKING IN THE HOTEL

For breakfast, we provide a buffet where you can eat as much as you want. However, we do not allow you to take provisions for the rest of the day. If you need provisions for the rest of the day, please discuss this with Reception at least one day in advance.

Food brought in with you may only be eaten in the public areas and not in the rooms. Dispose of waste in the designated rubbish bins.

In the case of groups, the tutors/persons in charge are requested to inform Reception of meal times on arrival. Meals should be eaten together in a group at the stated and/or agreed times. Please take dirty dishes and waste to the designated clearing station.

## 12. ALCOHOL

It is forbidden to bring alcoholic drinks with you. A breach of this rule shall entitle the aletto Hotel to immediately terminate the accommodation agreement without reimbursement of costs. The consumption and serving of alcoholic beverages are subject to the regulations of the Protection of Young Persons Act. In the case of groups, the instructions of the tutor also count.

## 13. INTOXICANTS AND ILLEGAL OBJECTS

Bringing illegal intoxicants and weapons with you is strictly forbidden and will lead to immediate barring from the hotel. The authorities responsible shall be informed immediately in all cases.

## 14. COMMERCIAL FILMING AND PHOTOGRAPHY

Commercial filming and photography in the hotel, on the roof terrace of the hotel and outside in the hotel grounds are only possible with the written agreement of the hotel management.

## 15. VISITORS

Entrance to rooms by persons not booked into the hotel is only permitted after prior registration at Reception. Only the public areas on the ground floor are available to visitors after 10 pm. The hotel can refuse access in individual cases.

## 16. MISCELLANEOUS

It is expressly forbidden to slide down the banisters, to throw objects out of the window over the balustrade, to sit on window sills or to climb over window sills or outer guardrails.

For reasons of hygiene, you are not allowed to enter dining areas barefoot and/or in nightwear. In addition, pets must not be taken into the dining areas.

For your security, the public areas of the aletto Hotel Kudamm are video-monitored.

## 17. VIOLATIONS OF THE HOTEL RULES

The hotel management is entitled to ban individual guests or groups from further accommodation without reimbursement of costs if they behave unlawfully in the hotel or on the site, or repeatedly violate the hotel rules.

In the case of discrepancies or questions, our Receptionists are available around the clock. In addition, the Standard Terms of Business of aletto Kudamm GmbH shall also apply - these are available to download at [www.aletto.de](http://www.aletto.de) or can be obtained from the hotel staff.

We wish you a pleasant stay!

**Your aletto Team**