



# House Rules

## General

- Check in is available from 13:00 onwards on the day of booked arrival.
- Check out is requested by 10:00 on the day of booked departure. All personal belongings have to be taken out of the room by this time.
- The residents under the age of 18 must stay with a parent or a legal guardian, who takes full responsibility for the actions of the underage resident.
- The reception is covered Monday through Friday, from 8:30 until 12:30. Outside of these times, on bank holidays and on weekends, the reception is not covered. Any urgent requests can be placed at the Gate House.
- In case of any issues with the room key card, please contact the reception or out-of-hours support team at the Gate House.
- Please do not share your key.
- It is mandatory to return the room key card upon departure. Please use the marked boxes provided, located at the Gate House as well as the Guest House Foyer.

## During the stay

- General night quiet hours are observed from 22:00 until 7:00. Noisy discussions in the corridors or other excessive noise is not permitted.
- The laundry room can be used 24/7. No personal laundry should be left in the open windows or outside the windows for drying. The tumble dryer inside the laundry room or the drying rack provided must be used.
- Towels can be exchanged at the Reception during office hours or housekeeping will change the towels every four days.
- Bed linen will be changed every four days or on demand. Please inform the reception team, if cleaning outside of the regular intervals is requested.
- An extra pillow or duvet can be collected during office hours at the reception or it will be brought to the room during office hours upon e-mail request.
- European XFEL GmbH provides basic kitchen equipment to be used in the common area. The resident is responsible for these items during their stay.
- All items provided have to be used respectfully. Any damages or loss of the Guest House items will be charged to the resident. If damages are discovered directly after check-in, the reception has to be informed immediately.
- Any food and drink left behind after the departure will be disposed of.

- Any lost & found items (except food and drinks) will be stored for 6 months only. Residents who left the items behind will not be contacted by European XFEL. If the return of items is requested, shipping and postage will be charged to the resident's account.
- Kitchen items provided have to be put directly into the dishwasher after use. Please use the keys provided in the room to open your personal lockers in the lounge area and the fridge. These keys need to be returned to the original place in the room upon departure.
- Bikes have to be stored outside at the bike-stand and are not allowed inside the building.

## Health and Safety

- The Guest House team is authorized to give instructions to the residents and their guests regarding compliance with the House Rules. Not following the House Rules can lead to an early termination of the accommodation after prior verbal or written warning, or prohibition of future stays.
- Smoking is not allowed inside the building. If smoking inside the room is discovered, a fine of €100 will be charged to the resident for special cleaning. *If the smoke detector is manipulated, a fine of €500 will be charged to the resident for the special maintenance and the technical reintegration of the detector. If the fire alarm is set off, a fine of a minimum €1.200 will be charged to the resident.*
- Any open fire, any type of cooking, or heating up of water with a kettle, is not permitted inside the guest rooms. Please use the facilities in the lounge area.
- No excessive alcohol consumption is permitted inside and around the Guest House. Only beverages with a maximum vol. alcohol of 15% are allowed to be consumed. If the consumption of alcohol leads to complaints of other guests or to damages to the property, the resident will be made responsible. Alcohol can only be consumed within a 20-meter radius around the Guest House by residents of the Guest House. Outside this radius the regular alcohol ban of European XFEL GmbH applies.
- No animals are allowed inside the Guest House, with the exception of the service dogs.
- No experiment samples or any other hazardous materials or elements can be stored inside the Guest House.
- Parking is allowed in the dedicated parking area only. The path around the Guest House must not be blocked. The German road traffic regulations ("StVO") apply.
- The total amount of 5 persons at a time must not be exceeded in the guest room for as per fire and safety regulations.
- During special circumstances (such as pandemic situations), House Rules are subject to change. Please refer to the most up-to-date information on the best practice on the Guest House website.