



GENERAL HOUSE RULES

Dear Guests,

To make your stay at RiKu HOTEL even more pleasant, we kindly ask you to read the following house rules and share them with everyone travelling with you.

Please also note that the General Terms and Conditions (GTC) of RiKu HOTEL apply. These are available for download in PDF format on the RiKu HOTEL website.

- In order to maintain public order and ensure compliance with the house rules, hotel staff are authorised to issue instructions to all guests and, where necessary, to ban individuals from the premises.
- Open flames, smoking and lighting candles are prohibited in the lift, stairwell, corridors and hotel rooms. Failure to comply will result in a charge of **€250.00**.
- Hotel rooms, their furnishings and other hotel property must not be damaged.
- Please report any defects in your room or any inconvenience caused by hotel staff to reception immediately.
- Please note that you are liable for any damage caused by you. Any such damage must be compensated and will be charged to you.
- **Breakfast times:**
Monday–Friday: 6:30 a.m.–10:00 a.m.
Saturday & Sunday: 6:30 a.m.–10:30 a.m.
- When leaving the hotel, please make sure that your room door is properly closed. We also ask you to return your key card to reception upon check-out. The loss of a key card during our opening hours will result in a charge of **€10.00**. If a key card is lost outside our opening hours, a charge of up to **€150.00** may apply.
- For safety reasons, leaning out of the windows is prohibited. Windows may only be opened for ventilation. Window sills must not be used as seating, and nothing may be thrown or shouted out of the windows.
- The maximum load capacity of the lifts must be observed at all times. The hotel accepts no liability for improper use, and any resulting costs must be paid immediately on site.
- Persons who are not registered as hotel guests may only enter guest rooms after registering at reception in advance. The hotel reserves the right to refuse access in individual cases.
- For security purposes, public areas are monitored by video surveillance.
- When using Wi-Fi, all applicable data protection and child and youth protection regulations must be observed. Violations may be subject to mandatory reporting.
- Bringing and consuming food and beverages anywhere in the hotel is only permitted after consultation with reception.
- Pets are not permitted.
- Between **10:00 p.m. and 7:00 a.m.**, we kindly ask you to respect the night-time quiet hours and avoid disturbing other guests. Guests who violate the night-time quiet rules may be refused further accommodation.
- In the event of a fire, please follow the evacuation plan located on the inside of your room door. Please also notify reception immediately.
- Please carefully read the fire prevention instructions displayed on each floor and follow the specified procedures in the event of an emergency.
- The hotel expressly accepts no liability for the loss of valuables, particularly jewellery and cash.
- We reserve the right to terminate the existing contract and refuse further services to guests who fail to comply with these house rules and whose conduct causes damage to the hotel or other guests.

Thank you for your attention and for observing these house rules.

Should you have any further questions regarding your stay, we will be happy to assist you at any time.

We wish you a pleasant stay at RiKu HOTEL.

Your RiKu HOTEL Team