

# General terms and conditions

Penthouse Backpackers/ Möserstraße 19 / 49074 Osnabrück

## General information

These general terms and conditions (hereinafter: GTC) apply to contracts between the customer (guest, tenant, orderer, organiser, agent, lender) and the penthouse backpackers (hereinafter: hostel).

a valid passport will be required for each guest to check in and to verify their identity. The identity card will not be copied. For german citizens the passport is not sufficient in our hostel. The guest agrees to this procedure when booking.

The hostel only accommodates guests in transit. Maximum length of stay is 14 days, subject to availability. In the case of a designated place of residence, which can be easily reached by shuttle service from Osnabrück, sleeping in our hostel will not be possible.

## Contractual relationship

The subject matter of the contractual relationship is the rental of hostel rooms or hostel beds for accommodation purposes (Accommodation Agreement. The contractual relationship comes into being when the customer initiates a booking and this is accepted by the hostel. The Hostel is free to confirm the booking by e-mail.

The booking must be confirmed by the customer 3 days before arrival. For special events (May week, sports events, festivals, etc.) the confirmation must be made according to the details given in the booking confirmation. If this does not happen, the hostel is not obliged to provide hostel rooms, hostel beds and other agreed services.

For spontaneous guests, the booking includes the use of hostel services.

The customer's terms and conditions do not apply.

## Provision/Cancellation

Booked beds and rooms are available at the earliest after departure of the previous guest and cleaning of the rooms and are ready for occupancy from 4 pm.

Bed linen is not included in the bed price, but can be booked separately. If the inlets (blankets, pillows) are not covered, the hostel is entitled to charge 30€ for cleaning. Guests can use their own bed linen, sleeping bags are not allowed.

Special agreements (discounts, exclusivity in dormitories, etc.) apply only to the number of persons agreed in the contract at the beginning. If this number changes, the hostel is not obliged to guarantee the special conditions for the changed number of persons.

If a booked bed is not used, a cancellation must be made at least 3 days before arrival. on the arrival at the latest. Otherwise (no-show) the hostel is entitled to charge the costs of the entire booking.

### Payment and key deposit

All hostel services are payable on arrival. Cash, ec or vpay bank cards and standard credit cards are accepted.

Hostel invoices without a due date are payable in full within 10 days of receipt.

A deposit of 30€, identity card, passport, driver's license or bank card is required when you receive your room key.

### Deposit and cancellation

In the case of group bookings, separate regulations apply, a written contract will then be drawn up which sets out the staggered cancellation conditions, as well as the regulations for any down payments and must be confirmed by the guest with his signature.

### House Rules

The house rules are a component of the AGB`s. In case of violation of the house rules, the hostel is entitled to cancel the accommodation contract without notice.

### Liability / Deposit

The client who makes the booking is responsible for any damage caused, even if he is not a guest himself. The customer is liable for any damage caused to the building or the inventory in accordance with the statutory provisions.

Lost keys will be charged with 30 € and must be paid in cash on departure.

For groups in particular, the hostel reserves the right to demand a deposit of 50 € in cash per person in advance. Refunds will be made upon departure, with possible claims for damages being charged.

Smoking in the rooms is not allowed according to the house rules. In the event of non-compliance, 50€ will be charged for the cleaning costs.

The hostel accepts no liability for vehicles and bicycles parked in the parking lots around the house.

Any items left at the hostel will only be returned at the guest's request, expense and risk. In case of storage for more than one week, the hostel is entitled to charge a storage fee. Furthermore, the hotel is entitled to hand over the aforementioned items to the local lost property office after a storage period of one month.

The hostel is not liable for theft of or damage to personal belongings of guests within the hostel. Guests are provided with lockers, padlocks must be brought along!

### Data security

The data sent by guests will only be used for enquiries/bookings of services provided by the hostel. One-time email addresses can be used for rating requests. The hostel does not maintain any electronic guest lists. Registration forms will be destroyed after 2 years, emails will be deleted, other documents will be destroyed after the expiry of the legal storage obligation.

### Final regulation

Place of performance and payment is the seat of the Penthouse Backpacker, Cathrin Eßbach, place of jurisdiction is Osanbrück / Germany.

In all other respects, the legal regulations under German law shall apply. Amendments and supplements to the contract must be made in writing.

### Severability clause

The ineffectiveness of individual regulations of our AGB's leaves the effectiveness of the remaining regulations untouched.

### House rules

see displayed in different languages in the hostel

- The reception is open daily from 8.00 - 11.00 and from 16.00 - 21.00.
- The key opens the entrance doors to the building; the hostel entrance door and the room door.
- It is not allowed to invite guests to the hostel into the rooms or common areas.
- Please be considerate of other guests at night - they may be sleeping.
- Please turn off the lights in the lounges and rooms when you leave.
- The kitchen is open to everyone and can be used actively - after that please clean up and put things back in their places.
- Smoking and eating in the rooms is not allowed. Smoking is only allowed on the balcony.
- Check out is at 10:00. (we charge 50% of the bed price if you check out later). If you want to stay longer, please contact the reception in advance.
- To check out, please bring back your keys and bed linen, then we will return the key deposit.

- For your own safety, do not leave any valuables in the rooms. We can keep them in our office free of charge.

We wish you a pleasant stay at Penthouse Backpackers Osnabrück.