



Welcome to  
Vienna!

### **Dear guests!**

Welcome to our apartments at the National Park Lobau. In order to keep the apartments pleasant for everyone, we kindly ask you to read the following house rules. By booking or moving into our apartments and signing the rental contract you are obliged to abide by these house rules.

### **General:**

Should you miss anything in the furnishings or inventory, or need help, inform us immediately after moving in. We are also happy to answer your questions and provide you with information. Any complaints inside or outside the apartment must also be reported immediately after moving in.

Excursion tips etc. are available.

### **Arrival and departure:**

Arrival and departure days are considered as one calendar day. The apartment is on arrival day from 17:00-22:00 free of occupancy (earlier times on request). Please let us know your estimated time of arrival, by sms, email or telephone a few days before your arrival.

The apartment must be vacated by 10:00 a.m. on the day of departure (later time on Inquiry).

The keys will be handed over after individual agreement, usually registration bell at the caretaker Top 5.

### **Non-smoking apartment:**

Smoking is not allowed in the apartments or in the whole house.

### **Cleaning:**

- Please empty the fridge before departure.
- Please check that the dishes you put back into the cupboards are clean, the same applies to cutlery, pots and pans and appliances (coffee machine, toaster, kettle...).
- In sinks, washbasins, showers, WCs, do not throw or pour any waste, food leftovers, hygiene articles, grease, or dangerous liquids, as this may cause unpleasant blockages.
- Please do not enter the apartment with dirty shoes or rubber boots. Dirty shoes can be placed in the anteroom by the front door. You may enter the apartment with clean and dry street shoes.

In the event of non-compliance with the above specifications, an additional cleaning fee of 25.00 EURO will be charged.

### **Key:**

You will receive keys for the front door and garden gate key on arrival (for car journey, insert gate key and turn to the left and hold until the gate is open).

Please do not give your keys to outsiders. If the keys are lost, the tenant is liable up to the amount of the replacement costs.

**Pets:**

Are not allowed in the apartment.

**Liability:**

Parents are responsible for their children.

We assume no liability for valuables and accidents brought along.

**Duty of care:**

The tenant must treat the rental property with care and ensure that it is also his fellow travellers comply with the rental conditions.

Nobody intentionally damages things, but it can happen to anyone that something happens breaks. We would be pleased if you would inform us of the damage and we don't find out about it after your departure at the final cleaning.

The tenant is liable for damages in the amount of the replacement costs.

**When leaving the apartment:**

The windows must always be closed to avoid damage caused by storms, to avoid. To save energy in the heated months, only ventilate intermittently.

Please also check that all electrical appliances are switched off.

The apartments are located directly opposite the Lobau National Park, so please be aware that insects (mosquitoes, flies, moths, wasps, tree beetles, etc.) can enter when opening the windows and doors. This must be reported immediately to the property management so that they can be removed from the apartment if necessary. Especially when moving in, please pay attention to possible infestation and report this immediately.

**Parking:**

A free parking space is available on the property for a car.

**Garbage:**

We ask you to dispose of the garbage separately. Please refer to the notice "Waste separation" note.

**Outdoor area and terrace:**

Our guests can use our garden and some terraces near the apartment. Barbecuing on the terrace is forbidden, the garden is available for this purpose. Please keep the exterior clean.

**Right of domicile:**

Under certain circumstances (very rarely), it may be necessary for the the landlord must enter the apartment.

**We wish you a pleasant stay, a lot of fun, relaxation, and good recreation!**