

## HOUSE RULES

Dear guests,

We welcome you to our accommodation and are glad about your stay! In order for you and future guests to feel comfortable with us, we ask you to abide by the following rules and thank you for your understanding.

### 1. General guidelines

- a. These house rules are attached to the rental contract and complying with them is also a condition of the rental contract. Failure to comply with the house rules may result in consequences such as being charged additional fees.
- b. All guests must follow these house rules and other instructions of the landlord.
- c. Bringing illegal intoxicants as well as weapons is strictly prohibited and will result in immediate ban from the house. In this case, the relevant authorities will also be informed.

### 2. Visitors

- a. The agreed number of persons using the accommodation during the agreed rental period may not be exceeded without the consent of the Lessor. In case of the Lessor's consent, the Lessor reserves the right to increase the price.
- b. It is forbidden to let the accommodation to third parties, even temporarily.
- c. In case of violation of this regulation, the Lessor is entitled to demand the immediate handover of the accommodation and for the duration of the use in violation of the contract, a surcharge for overcrowding.
- d. Overnight stays of unregistered persons are not allowed.

### 3. Noise level & neighbors

- a. This accommodation is suitable for children.  
Guests are responsible for the safety and behavior of children at all times.
- b. Guests should be quiet and not make a lot of noise, especially at night between 22:00 and 06:00 and during arrival and departure.
- c. Excessive noise is prohibited at any time of the day or night and may result in termination of the rental agreement, eviction from the accommodation and additional charges, if applicable.
- d. We ask our guests and their visitors to treat residents, neighbors, and nature with respect.

### 4. Events

- a. Parties and other large gatherings are not permitted in this vacation rental; and
- b. For any small gathering, guests must adhere to the guidelines regarding volume and attendance.

### 5. Parking

- a. Guests and their visitors must abide by given parking regulations and respect neighbors' vehicles and parking paths.
- b. The resort is completely car-free so that children can play safely outside and all guests can enjoy a relaxing vacation. Driving on the sidewalks is strictly prohibited.
- c. Kirchleitn: Luggage carts are available for your convenience. Please return the luggage carts to their designated place after use.

6. **arrival & departure**
  - a. The arrival takes place from 16.00 o'clock.  
There is no right to an earlier check-in.
  - b. The tenant acquires no right to the provision of certain accommodation, the allocation is the responsibility of the lessor.
  - c. On departure we ask our guests to vacate the accommodation by 10.00 a.m. at the latest.
  - d. Early check-in or late check-out is possible only upon request and availability. An extra charge will be applied.
  - e. The guest does not acquire any right to the provision of certain accommodations.
7. **Keys**
  - a. As a guest you will receive a digital key (mobile key), this key will be sent to you by e-mail. (Smartphone with e-mail access is required.)
8. **Payment**
  - a. The full rental amount must be paid latest at the (online) check-in of the accommodation or in advance (latest 21 days prior to arrival) by bank transfer/SEPA debit note. A paid deposit will of course be considered. Cash payment is not possible.
9. **Security**
  - a. Each time you leave the accommodation, it is your responsibility to ensure that all windows and doors are closed to ensure security and to prevent rain and water damage.
  - b. Lights and electronic devices such as televisions must be turned off when not in use to support our ecological thought and to save energy.
10. **Liability**
  - a. The lessor is not liable for valuables, cash and luggage brought to the accommodation as well as accidents in the accommodation.
  - b. The lessor is not liable for loss of service and/or change of third-party providers (eg ski tickets, Carinthia Card, etc.).
  - c. For fire safety reasons, the use of the tiled stove/fireplace is allowed only after a completed heating session (one time, about 15 minutes). (Slow Travel Resort Kirchleithn)
  - d. Independent use of the tiled stove without a heating diploma is strictly prohibited, the lessor is not liable for any damage. Any costs incurred will be charged to the guest. (Slow Travel Resort Kirchleithn)
11. **Cleaning**
  - a. We ask you to always keep the accommodation clean and to remove any stains caused by you directly.  
Please also put the used dishes clean back into the cupboards.
  - b. Please leave the accommodation broom-clean and in the same condition in which you found it.
  - c. Please take back or dispose of all food you brought with you.
  - d. Washing machine and dryer are available for your laundry in the laundry room. (Slow Travel Resort Kirchleithn)

**12. Waste separation**

- a. Please dispose of waste according to local waste segregation guidelines (below) and in the receptacles provided.

Residual waste

Compost

Plastic/Metal

Paper/cardboard

- b. A waste area is available for your equitable disposal of garbage. Please refer to the site plan for the location of the waste area.

**13. Smoking**

- a. Smoking is not allowed in the accommodation.  
In case of disregard a cleaning fee of € 200,- will be charged.
- b. Cigarette butts must be disposed of properly and must not be thrown on the property.

**14. Barbecue**

- a. For fire safety reasons, we would like to point out that barbecues of any kind are not permitted on our facilities.

**15. Terrace and balcony**

- a. While using the terrace and balcony areas, children must be supervised by their parents at all times.

**16. Pets**

- a. Dogs (as well as cats) are welcome to stay with us! We charge a fee per day (without food) for pets.
- b. Leashes are compulsory in the resort as well as in the village.
- c. Walking pets within the resort is not allowed. Should a small "mishap" happen, please dispose of the droppings of your pets immediately and properly.

**17. Damages/Duty of care**

- a. The accommodation is intended for residential purposes and in the sense of the usual stay, thus for rest, relaxation, and overnight stay.  
The guest must treat the accommodation with care and ensure that his fellow guests also comply with the rental conditions.
- b. All damages must be reported to the lessor / manager as soon as possible. If any damage caused is not reported, it will be charged to the guest in the amount of the replacement cost.
- c. To avoid damage, no furniture may be moved from one room to another (without prior agreement).
- d. Towels may not be taken from the accommodation (e.g. for sauna use).  
Separate sauna towels will be provided for this purpose.
- e. Please do not enter the apartment with mountain boots or ski boots. For ski boots please use the ski room only.

**18. WiFi and Internet use**

- a. Access via WiFi is available to you free of charge. To use it you need an access code, which you can find on the information board in the accommodation.
- b. Please note the **general terms of use for the Internet** and also comply with them conscientiously.

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**ACCOMMODATION SPECIFIC RULES**

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**Slow Travel Resort Kirchleithn**

- 19. Garden, playground, outdoor area, Malinu children's playroom & Lotti Karrotti Farm**
- The open garden and general outdoor area is intended for the entertainment of every guest. The children's playground invites your children to play.
  - The use of the resort facilities, equipment and devices is at your own risk.
  - We ask you to be considerate of all other guests.
  - Please handle the equipment and facilities with care and only according to their intended use.
  - The Bobby-cars are available daily between 09:00 -20:00.  
Use outside these hours is not allowed.  
After use, please always return to the "gas station".
  - Parents are responsible for their children. No responsibility will be taken for accidents or injury caused by misuse of the playground and/or bobby cars.
  - Our rabbits are generally good-natured, but also very alert. They are used to and adapted to living with humans.  
Please keep in mind that despite all their adaptation, rabbits have their unique character and therefore can be unpredictable in stressful situations.
- 20. Fitness/yoga room**
- Everyone is responsible for their own physical condition - no liability will be assumed for injuries.
  - The use of the fitness equipment will be at the guest's own risk.
  - Parents are liable for their children.
- 21. Biotope - swimming pond**
- The swimming biotope may only be used in the period from June 1 to October 15. the area is closed from 16 October to 31 May
  - The swimming biotope is free of any chemicals and is not heated.
  - For safety reasons, glasses are not allowed in or around the biotope area.
  - The swim biotope is not supervised. Parents are liable for their children.
- 22. Ski/bike area (Slow Travel Resort Kirchleithn)**
- Please use the designated storage facilities at the resort for your ski/winter sports equipment and accessories (e.g. ski boots).
  - Entering the hallway/stairs with ski boots is not allowed.
  - Storage of ski/winter sports equipment and accessories in the hallway and/or accommodation is not permitted.

**Eco Lodges Millstätter See**

- 23. Swimming Millstätter See**
- For safety reasons, it is not allowed to use glasses in or around the shore area.
  - The shore is not supervised. Swimming is at your own risk.  
Parents are responsible for their children.
  - The bathing rules must be observed, the detailed bathing rules can be found in our digital guest folder.
  - We strongly warn swimmers of the danger posed by boat traffic on Lake Millstatt, especially in the area of jetties. The corresponding rules and warnings are to be observed.
- 24. Fishing Millstätter See**
- For safety reasons, fishing is not permitted anywhere in the facility. Information and fishing permits are available from the tourist office on Döbriacher Hauptplatz

**25. Emergency contacts**

a. In the event of an emergency regarding housing, please contact during our business hours:

E-Mail: [asknow@slowtravelling.com](mailto:asknow@slowtravelling.com)

Telephone: +43 (0) 4240 8244 500

Or via the chat function in our booking tool

b. General emergency contacts;

Emergency phone numbers	phone number
Euro-emergency number - uniform European emergency number	112
Fire department	122
Police	133
Ambulance	144
Mountain rescue	140
Medical emergency service	141
<b>Note:</b> Emergency numbers can be called free of charge from any phone throughout Austria (Euro emergency call: in all EU countries). The Euro emergency call 112 can also be used with locked cell phones (without pin code).	
Short numbers for special services	
Pharmacy services	1455
Health hotline for Austria	1450
Regional warning center	130
ARBÖ roadside assistance	123
ÖAMTC roadside assistance	120

**26. Consent**

a. Violation of these House Rules is a violation of the terms and conditions of the Lease as set forth in the Lease.

b. The Lodging Owner and/or Administrator reserve the right to terminate the Lease and to eject from the Lodging and the Property any guest or visitor who refuses to abide by these House Rules or who causes a nuisance to neighbors or other residents of the community.

### General Terms of Use Internet/WiFi

In the context of tourist rental, the lessor provides his Internet connection to the guest for use.

In Austria, a connection owner can be held liable for legal violations, which were made from his Internet connection. Nevertheless, the lessor makes the guest to use his or her connection, trusting that the guest will comply with the law.

The guest agrees to comply with Austrian laws and the following rules:

#### General Terms of Use

1. The offered WiFi access is password protected and is only valid for the rental period according to the guestbook.
  - a) The usage data may not be passed on to third parties.
  - b) The loss or making accessible of the user data to third parties has to be reported to the lessor immediately.
2. the actual and permanent availability or reliability of the internet access are not guaranteed.
3. the lessor reserves the right to revoke the access authorization in whole or in part, partially at any time. In particular, access to certain services or websites can be blocked by the lessor at his discretion.

#### Disclaimer of the lessor

4. the WiFi use is at the guest's own risk.
5. the lessor expressly points out that malicious software can get on the device of the guest through the use of the Internet.
6. the provision of Internet access includes neither firewall nor virus protection - it is the responsibility of the guest to protect his terminal device. Virus protection software is suitable for this purpose.
7. the data traffic, which goes out from the provided WiFi connection, is encrypted by means of WPA2. Further protective devices against misuse by third parties are not the responsibility of the lessor.
8. The lessor assumes no liability for damage to the guest's terminal equipment caused by WiFi use. Excluded from this exclusion of liability are damages caused by gross negligence or intent on the part of the lessor or his assistants.

#### Responsibility of the guest

9. The guest is obliged to comply with applicable law and not to use the WiFi access for the following purposes:
  - o Distribution, making available or duplication of copyrighted material - in particular "file sharing".
  - o sending of harassing, threatening, defamatory, immoral, or illegal content
  - o sending SPAM (mass notifications).
10. if the guest conducts legal transactions subject to a charge via the WiFi access, he/she shall be solely responsible for the liabilities incurred. The resulting costs shall be borne solely by the guest.

#### Indemnification of the lessor from claims of third parties

11. The guest shall indemnify the lessor against all claims and damages of third parties resulting from an illegal use of the internet access or from a violation of the agreed rules by the lessor.
12. all costs and expenses incurred for the defense against or assertion of the claims and damages of third parties are included in the indemnity.

The guest confirms that he has been instructed about the existing rules and that he will comply with the Austrian laws.