

HOUSE RULES & COST POLICY

steiRer
BLiCke

So that special places stay special. These house rules apply to you as the booking guest as well as to all accompanying persons, children, pets and visitors.

HOLIDAY HOMES · CHALETS · APARTMENTS

AS OF: JULY 2026

THE ESSENTIALS AT A GLANCE

The final cleaning covers ordinary use of the holiday property. We only charge additional costs in the case of significant, documented extra effort, damage, or a material breach of contract.

€ 500

EXCESSIVE SOILING

Special cleaning of textiles or upholstered furniture, or significant soiling caused by pets.

€ 150

FAILURE TO SEPARATE WASTE

If waste has to be sorted by hand afterwards, transported or disposed of separately.

€ 1,500

UNAUTHORISED EVENT

For parties, weddings or comparable events held without prior express consent.

by actual effort

LATE CHECK-OUT

Cleaning € 43.60/h; caretaker/technician € 71.65/h per staff member & hour. Billed in 15-minute increments.

Normal signs of use and individual, reported minor mishaps do not automatically lead to a charge. We document damage and additional effort in a transparent, verifiable way.

01 YOUR RESPONSIBILITY AS THE BOOKING GUEST

As the booking guest, you are responsible for ensuring that all accompanying persons and visitors comply with these house rules. This also applies to accompanying children. Please supervise children according to their age and, in particular, make sure that walls, furniture, textiles and other furnishings are not painted on, covered with stickers, scratched or otherwise damaged.

Damage culpably caused by accompanying children is subject to the same rules as damage caused by adult guests.

02 USE OF THE HOLIDAY PROPERTY

The holiday property may only be used by the number of persons booked and registered. Unregistered overnight guests are only permitted with the prior consent of steiRerBLiCke.

Please do not pass on access codes, keys or other means of access to third parties. Commercial use, subletting or transfer of the holiday property is not permitted.

03 CONSIDERATION AND QUIET HOURS

Please be considerate of neighbours, residents and other guests at all times. Quiet hours apply between 10:00 pm and 7:00 am. During this time, please avoid loud music, loud conversations in outdoor areas and any other disturbing noise. Outside quiet hours, noise must also never reach an unreasonable level.

04 PARTIES, WEDDINGS AND EVENTS

Parties, weddings, birthday celebrations, corporate events, photo shoots, sales events or comparable gatherings are not permitted without the prior express consent of steiRerBLiCke. In particular, the holiday property may not be used as an event venue beyond the number of persons booked.

€ 1,500

CONTRACTUAL PENALTY FOR UNAUTHORISED EVENTS

Payment of the penalty does not entitle you to continue the event. We may charge additional, documented costs separately, insofar as they are not already covered.

05 CHECK-OUT AND HANDOVER

Please vacate the holiday property completely by the check-out time of 10:00 am at the latest. A later departure is only possible with prior written confirmation from steiRerBLiCke. Exception: a booked late check-out.

If you depart late and the cleaning team or caretaker is therefore unable to start work on time, we will charge you for the waiting time incurred:

- Cleaning staff: € 43.60 per staff member and hour
- Caretaker or technician: € 71.65 per staff member and hour
- Billed in commenced 15-minute increments
- Additional call-outs or external service providers according to actual, documented effort

06 YOUR DUTIES AT CHECK-OUT

- Close all windows and exterior doors completely.
- Lock the entrance doors properly.
- Switch off lights, air conditioning, sauna, stove, oven and any other electrical appliances that do not need to stay on.
- Do not disconnect technical systems, heating or safety equipment from the power supply.
- Take all food and personal belongings with you.
- Sort waste according to the specified waste-separation rules.
- Return keys, if provided, as described in the check-out information.
- Put furniture and furnishings back in their original place.
- Report any damage or broken items at check-out at the latest.
- Leave the dishes washed and clean.

Please leave all dishes washed and clean at check-out — either washed by hand or with a fully completed dishwasher cycle. Please dispose of coarse food scraps in the designated residual or organic waste.

07 EXCESSIVE SOILING AND TEXTILES

The regular final cleaning covers ordinary soiling arising from a normal stay. Excessive soiling includes in particular:

- heavy or extensive soiling of bed linen, towels, curtains, carpets or upholstered furniture;
- stains that cannot be removed by normal washing;
- vomit, blood, urine, faeces or other bodily fluids;
- heavy soiling from food, oil, wax, paint, felt-tip pens or make-up;
- excessive pet hair in beds, bed linen, sofas, armchairs or other textiles;
- smoke or other intense odour contamination;
- soiling that requires special or repeated cleaning, an external laundry, disposal or replacement.

€ 500 FLAT-RATE COMPENSATION

We document any charge with photos, work records or comparable evidence. If the actual effort is higher, a correspondingly higher rate may be charged.

08 WASTE SEPARATION AND DISPOSAL

Please separate waste reliably into the following categories:

- Plastic and metal
- Residual waste
- Paper and cardboard
- Organic waste, if a separate organic waste bin is provided
- Waste glass

Please do not dispose of glass bottles, jam jars or other glass packaging in the residual waste. If no separate glass bin is provided, rinse empty glass containers and place them neatly next to the waste bins or at the location indicated in the house information.

Drinking glasses, window glass, mirrors, porcelain and ceramics do not belong in the waste glass. Please wrap broken drinking glasses and crockery safely so that no one can get injured. Waste must not be disposed of in toilets, sinks, drains, the garden, nature or any containers not intended for it.

€ 150 CHARGE FOR INCORRECT WASTE SEPARATION

We only apply this flat rate in the case of actual, documented extra effort. Individual minor sorting mistakes do not automatically lead to a charge.

09 DOGS AND OTHER PETS

You may only bring pets to holiday properties approved for them and only after prior registration. The agreed dog or pet fee covers the additional cleaning effort arising from ordinary use. Dogs and other pets are not allowed:

- on beds, mattresses, duvets or pillows;
- on sofas, armchairs or other upholstered furniture;
- in pools, whirlpools or saunas;
- to be left unattended in the holiday property if this could lead to damage, soiling or noise disturbance.

Please also pick up dog waste reliably in the outdoor areas of the holiday property — on the meadows, in the garden and around the house — and dispose of it in the residual waste. The outdoor areas are used by our guests and their children and should stay clean for everyone.

€ 500 ADDITIONAL COSTS FOR SOILING CAUSED BY PETS

The pet fee does not cover excessive soiling, damage or any required special cleaning. In the case of excessive soiling — in particular pet hair in beds or on upholstered furniture, urine, faeces (including dog waste not picked up outdoors) or strong odour contamination — the flat-rate compensation applies.

10 CAREFUL USE OF KITCHEN AND EQUIPMENT

Please use kitchen appliances, cookware, crockery, glasses and cutlery carefully and only for their intended purpose. The following items must not be cleaned in the dishwasher:

- pans and coated cookware
- sharp kitchen knives
- wooden boards
- wooden spoons and other wooden items
- any other items marked as not dishwasher-safe

Please wash these items by hand after use. Do not use knives, forks, metal spatulas or other sharp-edged utensils in coated pans. If pans, knives, wooden boards, kitchen appliances or other equipment are damaged through improper use or cleaning, we may charge the reasonable repair or replacement costs, taking age and condition into account.

11 ACCIDENTAL DAMAGE AND BREAKAGE

Even with careful use, a plate, a glass or another item may accidentally fall and break or get damaged. Please report such damage to us immediately, and no later than at check-out. An open and timely report makes handling straightforward and prevents any risk to subsequent guests or the cleaning staff.

For minor, isolated mishaps, steiRerBLiCke may waive any charge at its own discretion. Where several items are damaged, higher-value furnishings are affected, or damage results from improper use, we may charge the reasonable repair or replacement costs. Only the damage actually incurred and verifiable will be charged.

12 DAMAGE TO WALLS, FURNITURE AND FURNISHINGS

Painting, writing on, sticking things to, drilling into or otherwise altering walls, doors, furniture and furnishings is not permitted. This applies in particular to damage caused by felt-tip pens, ballpoint pens, crayons, wax crayons, paints, stickers, adhesive tape, toys or unauthorised decorations.

If walls need to be cleaned, repaired, filled or repainted, we will charge the actually required and documented costs for materials, labour, travel and restoration. If repainting an entire wall surface is necessary to restore a uniform appearance, we may charge the costs required for this.

13 GENERAL DAMAGE AND LOSS

Please report any damage, malfunctions or losses to us immediately. The persons responsible are liable for culpably caused damage in accordance with statutory provisions. In particular, we may charge the necessary and documented costs for:

- repair, cleaning or restoration;
- replacement, taking age and condition into account;
- necessary call-outs by technicians or tradespeople;
- disposal of damaged items;
- necessary safety measures;
- replacement of locks or access systems where required for security reasons.

We do not charge for normal wear and tear or ordinary signs of use. If a private liability, travel or other insurance covers the damage, we will gladly help you with providing the required documents.

14 NO SMOKING, FIRE AND SAFETY

Smoking is strictly prohibited in all indoor areas. This also applies to e-cigarettes, shishas and comparable products. Please only use candles, open flames and other fire sources where this is expressly intended and safely possible. Barbecues may only be used in the designated areas and in accordance with the instructions.

In the event of odour contamination, soiling or damage caused by smoking or improper handling of fire, we will charge the actually required cleaning, repair and restoration costs.

15 TECHNICAL FACILITIES AND EQUIPMENT

Please use technical systems, pools, whirlpools, saunas, heating, air conditioning and other facilities only in accordance with the instructions provided. Safety equipment, filters, covers, sensors, barriers or technical settings must not be removed, tampered with or changed without authorisation. Please report any faults or error messages immediately. Unauthorised repair attempts are not permitted.

16 OUTDOOR AREAS, PARKING AND ELECTRIC VEHICLES

Please maintain a good neighbourly relationship throughout the outdoor areas. Our holiday properties are located in rural surroundings — a considerate attitude towards neighbours and residents is important to us.

Vehicles may only be parked in the designated parking areas. Parking on the meadow and driving across the garden or other green areas is not permitted. Damage to the lawn, planting or irrigation caused by improper driving or parking will be charged according to the actual effort.

Charging electric and hybrid vehicles via household sockets is expressly prohibited unless the holiday property has its own charging station. Household sockets are not designed for continuous loads — there is a risk of fire. Unauthorised charging will be charged based on actual electricity consumption and effort.

17 DOCUMENTATION AND BILLING

In the event of significant additional effort or damage, steiRerBLiCke is entitled to document the condition of the holiday property with photos, work records, invoices or other suitable evidence. Any charge is made transparently and with the reason stated. We do not charge flat rates more than once for the same effort. We only assert further claims if a correspondingly higher damage or effort can actually be proven and this is legally permissible.

18 FINAL NOTE

You do not need to worry about ordinary signs of use or small mishaps. These house rules simply regulate exceptional cases fairly and transparently: extraordinary cleaning effort, material breaches of contract and self-inflicted damage.

THANK YOU

for treating the holiday property with respect. We wish you a pleasant and relaxing stay with steiRerBLiCke.

By completing the booking, you confirm that you were able to receive or view these house rules before concluding the contract and that you accept them as part of the accommodation agreement.