

a&o Rules of the House

Dear Guests,

Whenever lots of people gather in one place a few rules can be helpful to ease the cohabitation to the benefit of everyone.

Most of the rules go without saying and won't limit the enjoyment of your stay. Of course, it also goes without saying that things that are forbidden by law (e.g. illegal drugs and weapons) are not allowed here either.

Mutual respect ...

... is at the core of it all. When everyone behaves in such a way that other guests are not disturbed, that is already a big step toward a carefree stay.

Therefore, you will surely understand that, for the well-being of our guests, we place special importance on the following points:

1. Smoking is forbidden in all areas of A&O HOTELS and HOSTELS.* Unfortunately we must charge you € 200 for infringements to cover the cost of additional cleaning and associated loss of sales. Should the fire department respond to the activation of a fire detector, we must also charge you this considerable fee.
2. Pay attention to your volume, especially with open windows and during the night time from 10 pm to 6 am. The night-time quiet period is valid for the entire premises. Please also be considerate of local residents on your way to the location. In case of conflict we reserve the right to confiscate „noise machines“ such as radios or CD players until your departure.
3. Bringing and consuming alcohol in the room is forbidden.
4. Dogs are welcome in single and double-occupancy rooms for a fee. Please ensure that they remain quiet and that they are on a leash when going to and from the room.
5. Enjoy your stay! Should anything fail to meet your expectations, please bring it to our attention immediately, also regarding potential damages, so that these can be charged to the person responsible.
6. Severe and repeated harassment of other guests may result in the immediate termination of the accommodation contract, damage claims and a permanent ban.
7. We would like to draw your attention to the fact that the public areas of each location could be monitored by video for your own safety.
8. Speaking of safety: Please make note of the escape routes in case of fire and the location of the fire extinguisher. To prevent fires it is not allowed to prepare warm meals and drinks in the rooms.

* In individual cases smoking lounges can be set up.