

Together in Vogtland

Welcome in our accomodation

These house rules are meant to give you a satisfying and comfortable stay. This list contains information you will need and several rules. We kindly ask you to respect the rules of our accomodation.

We wish you a great stay!

House rules

1. Please do not move the furniture. This can lead to unnecessary damage and wear and tear of furniture and floors. The property manager can charge you extra costs if the furniture has to be put back into place.
2. Do not open rooms or closets that are locked with a key and that are used for private purposes.
3. Please leave the accomodation in good state, as you found it at arrival: dishes done, dishwasher empty, used things cleared up (like dishes, cooking material, games, DVDs, CDs, books, garden furniture, etc)
4. Do not throw anything into the toilets, bath tubs, sinks or other drains (like tampons, sanitary pads, diapers, panty liners) or any environmentally hazardous cleaning agents like chloride or fat or food remains. This causes serious congestions.
5. Always use linen on the beds. If you neglect to do this, then we will charge you any cleaning costs of the pillows, covers or mattresses.
6. Did you bring your pet? Take care that it does not lie on the couches or beds and when outside, keep it on a leash.
7. Respect the garden, don't pick flowers and don't touch trees or plants. Don't start a (bon)fire! Don't drive cars through the grass or across the garden. Setting up tents is prohibited.
8. See to it that you do not cause any nuisance. We have the rule that it needs to be quiet after 22:00 at night to respect the rest of nearby residents.
9. Report any deficiencies at arrival directly within 24 hours to the property manager so you will not be held liable at the end of your stay. Report damage if it occurs during your stay before your departure so the property manager has time to prepare the property for the next guests. You are insured according to the conditions in your insurance policy.

10. Any complaints have to be reported within 24 hours of discovery to the property manager. If the complaint has not been resolved with satisfaction by the manager after 24 hours of the reporting time, please send an email about this within 48 hours to Erholungszentrum Hotel Auerbach via info@togetherinvogtland.com. We can then further help you find a solution.

11. If after consultation with the property manager and Erholungszentrum Hotel Auerbach locally the complaint cannot be resolved with satisfaction then the tenant can send a written complaint to Erholungszentrum Hotel Auerbach within 30 days. Erholungszentrum Hotel Auerbach will process the complaints, and if it is found to be valid, an appropriate solution will be sought.

Important information

Your property manager

Miss Regina Nestler
+49 37 44 21 25 40

You can reach miss Nestler during your stay and in case of an emergency.