

Terms and conditions of booking and use of GWG Halle-Neustadt mbH for services in the "Boardinghaus weinberg campus" as well as in the guestapartments "GWG City Apartments"

Valid from 01.12.2023

1. Confirmation

The guest will receive a confirmation in writing or by e-mail for the booking of a guest apartment of the "GWG City Apartments" (hereinafter referred to as the guest apartment) or an apartment in the boarding house weinberg campus (hereinafter referred to as the apartment). In the booking confirmation, the information on the date and time for arrival and departure as well as the price information for overnight stays and additional services shall be deemed to have been bindingly agreed and shall constitute the contractual basis for the temporary transfer. Subsequent changes are only possible after prior consultation and consent of the GWG. Regarding the cancellation conditions, please refer to point 6. With the submission of a binding booking or confirmation of an overnight stay offer, these terms and conditions are considered to have been accepted in full.

2. Key collection and return

Depending on the number of rooms, the guest receives one or more mechanical front door and apartment door keys for the guest apartment and a chip for the barrier (GWG parking space max. one per apartment). The issue takes place via a key safe opposite the GWG headquarters at Am Bruchsee 6 in 06122 Halle (Saale) or for the apartment in the Boardinghaus weinberg campus key card(s) via a key safe on site at Daniel-Vorländer-Straße 1 in 06120 Halle (Saale).

Guestapartments must be vacated by 10:00 a.m. on the day of departure at the latest. Upon departure from the guest apartment, the guest returns the keys issued to him into the discard safe at Am Bruchsee 6. The key cards for an apartment can either be left in the apartment, dropped off in the mailbox in front of the service office or returned by dropping them in the main mailbox at Daniel-Vorländer-Straße 1.

3. Certificate of registration

According to the Federal Registration Act, overnight guests must register at their accommodation via a registration form and sign it in person. Upon arrival, the customer is therefore legally obliged to fill out the registration form truthfully and completely and to return it on departure together with the keys / apartment cards.

4. Terms of payment

For direct bookings via the GWG, the payment of the sent invoice is made in advance to the account with the IBAN: DE36 8005 3762 1894 0346 82.

5. Service life

The contractual period of use of the guest apartment or apartment is based on the booking confirmation that the guest has received in advance. A change in the useful life is only possible in consultation with the GWG, unilateral changes are not permitted. Early departure does not entitle the guest to unilaterally reduce the contractually agreed total costs.

6. Cancellation

Bookings, without reference to special cancellation policies, may be cancelled free of charge up to 72 hours before the possible start of use. In case of cancellation in the 3 days before arrival, the guest pays 50% of the total price. In case of no-show, 100% of the total price will be charged as cancellation costs. Cancellation costs are due immediately.

The GWG reserves the right to set changed cancellation policies at certain times of the season or for special offers, which will be pointed out in the offer and in the booking confirmation.

7. Damage and loss

If the guest discovers damage, defects or shortages, he must report them immediately to GWG in writing or by telephone. It is irrelevant whether the damage or loss was culpably caused.

The inventory of the guest apartments or apartment is listed in the inventory.

GWG is not liable for damage to guests' property caused by its own fault, including the effects of moisture.

If the guest is unable to return the mechanical keys handed over to him in accordance with point 2 completely and undamaged, GWG is entitled to charge the customer for the costs of replacing new keys in the event of damage or a new locking system in the event of loss. A non-returned and/or defective key card for an apartment will be charged at a flat rate of 10.00 EUR. If you lose the chip for the barrier Am Bruchsee 14, we will charge you a flat rate of 40.00 EUR.

8. Changes to the equipment

Chairs or tables that are only intended for use indoors must not be used on balconies or terraces, as they are not generally weather-resistant. Damage caused to such chairs or tables due to weather conditions, e.g. if they have been forgotten on the balcony, may 77

Changes to permanently attached and installed objects in the guest apartments or apartments by the guest are generally prohibited. The removal of inventory or furniture, even for occasional use in other premises of the same facility, is only permitted with the consent of the GWG. For the repatriation of inadmissibly moved inventory or furniture, GWG reserves the right to charge for the expenses.

9. Bed linen and towels

In the apartments and guestapartments, towels and bed linen are provided per person at the beginning of the stay. The change of bed linen and/or towels is generally charged at 7.50 EUR/person and type of laundry. A free change of towels is possible after a stay of 7 days at the earliest, bed linen can be changed free of charge after 4 weeks at the earliest. The desired change of towels or bed linen must be registered at least one day in advance either by calling 0345 6923-444 during service hours or by e-mail to: gaestemanagement@gwg-halle.de.

10. Return of the guest apartments/of the apartment

The final cleaning fee includes the cleaning work to remove dirt caused by the normal, average use of the inventory as well as the bathroom furnishings. If, after the return of the apartment or apartment, the GWG determines that there is above-average soiling or that the guest's private waste has not been properly separated and disposed of, the GWG is entitled to recalculate an increased final cleaning fee depending on the effort.

11. House Rules / Animal Husbandry / Smoking Prohibition

The house rules can be viewed guestapartment or in the apartment and become part of the contract of use without a separate agreement.

In all guestapartments it is not allowed to keep or accommodate pets of any kind.

Smoking is completely prohibited in all guest apartments or apartments. This also applies to common areas, such as corridors, entrance areas and stairwells and smoking at the open window. A smoking area has been set up in the Weinberg campus boarding house on the loggia of house 1. On the balconies or terraces of the apartments, if there is an ashtray there, smoking outside the apartment is tolerated with the door and window closed.

12. Electric bicycles and other electrical appliances

Charging the batteries in the apartment or in the guest apartment is only possible under the following conditions:

- Battery, charger and connection cable must be intact
- The charging cable belonging to the battery is to be used
- Charging according to the manufacturer's instructions
- Charging under supervision, if possible

Other electrical appliances, such as radiant heaters, require the consent of the GWG.

13. Other agreements

GWG will store, store and delete the data provided by the guest from the contract on paper or in machine-readable form in accordance with the statutory provisions.

14. Privacy

In order to protect the personal data held by us from unauthorized access and misuse, we have taken extensive technical and operational security precautions. Our security precautions are regularly reviewed and adapted to technological progress. Upon written request, we will inform you which data we have stored about you (e.g. name, address).

If you would like data to be corrected/deleted and if you have any other questions or suggestions regarding data protection, please contact our data protection officer. To contact us, please send an e-mail to datenschutz@gwg-halle.de.

15. Venue

For disputes arising from the contract of use for a guestapartment or an apartment, the district court of Halle (Saale) is responsible.

16. Dispute settlement

GWG Halle-Neustadt mbH does not participate in the dispute resolution procedure of the consumer arbitration board (§ 36 VSBG).