

Booking and terms of use of GWG Halle-Neustadt mbH for services in the “Boardinghaus Weinberg Campus” and in the apartments “GWG City Apartments”

Valid from 01.09.2024

1. Booking confirmation

The guest will receive a confirmation by email or in writing after booking an apartment in the “GWG City Apartments” (hereafter referred to as City Apartment) or an apartment in the Weinberg Campus Boarding House (hereafter referred to as Apartment). In the booking confirmation, the details of the date and time of arrival and departure as well as the pricing information for overnight stays and additional services are binding and represent the contractual basis for the temporary rental. Subsequent changes are only possible after prior agreement and consent from GWG. Please refer to point 7 for the cancellation conditions. By submitting a binding booking or confirming an accommodation offer, these terms and conditions are considered fully accepted.

2. Key handover and return

Depending on the number of rooms, the guest receives one or more mechanical keys for the front door and apartment door and a chip for the barrier (GWG parking space max. one per apartment) for the City Apartment. The keys for the City Apartment are issued via a key safe opposite the GWG headquarters at Am Bruchsee 6 in 06122 Halle (Saale). The key card(s) for the apartments in the boarding house Weinberg Campus are issued via a key safe on site at Daniel-Vorländer-Straße 1 in 06120 Halle (Saale).

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

3. Registration certificate

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

4. Accommodation tax

Since January 1, 2025, the city of Halle (Saale) will charge an accommodation tax of 4% of the gross accommodation price. This will be shown accordingly on the invoice. The taxpayer is the guest.

5. Payment terms

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

6. Period of use

The contractual period of use of the City Apartment or the Apartment is based on the booking confirmation that the guest received in advance. A change to the period of use is only possible in agreement with GWG; unilateral changes are not permitted. An early departure does not entitle the guest to unilaterally reduce the contractually agreed total costs.

7. Cancellation

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

GWG reserves the right to amend cancellation policies at certain times of the year or for special offers; these changes will be indicated in the offer and in the booking confirmation.

8. Damage and loss

If the guest notices damage, defects or missing items, he must immediately report these to GWG in writing or by telephone. It is irrelevant whether the damage or loss was caused by negligence.

The inventory of the City Apartment or the Apartment is listed in the inventory list.

GWG is not liable for damage to guests' possessions caused by their own fault, including damage caused by moisture.

If the guest is unable to return the mechanical keys issued to him in accordance with point 2 in their entirety and undamaged, GWG is entitled to charge the customer for the cost of replacing new keys if they are damaged or for a new locking system if they are lost. A flat fee of EUR 10.00 will be charged for a key card for an apartment that is not returned and/or is defective. If the chip for the barrier at Am Bruchsee 14 is lost, we will charge you a flat fee of EUR 40.00.

9. Changes to the equipment

Chairs or tables that are only intended for use indoors may not be used on balconies or terraces, as they are not generally weatherproof. Damage to such chairs or tables caused by weather, e.g. if they are forgotten on the balcony, can be 8

Changes to permanently installed or built-in items in the City Apartments or Apartments by the guest are generally prohibited. The removal of inventory or furniture, even for occasional use in other rooms of the same facility, is only permitted with the consent of GWG. GWG reserves the right to charge the guest for the cost of returning inventory or furniture that has been moved without permission.

10. Bed linen and towels

In the Apartments and City Apartments, towels and bed linen are provided for each person at the start of the stay. Changing bed linen and/or towels is generally charged at EUR 9.50 per person and linen type. Towels can be changed free of charge after a minimum of 7 days, bed linen can be changed free of charge after a minimum of 4 weeks. Please notify us at least one day in advance, if you desire a change in towels or bed linen either by calling 0345 6923-444 during service hours or by email to: gaestemanagement@gwg-halle.de.

11. Return of the City Apartment / the Apartment

The final cleaning fee includes the cleaning work required to remove dirt resulting from normal, average use of the inventory and bathroom facilities. If, after the flat or apartment has been returned, GWG determines that there is above-average dirt or that the guest's private waste has not been properly separated and disposed of, GWG is entitled to charge an increased final cleaning fee depending on the effort involved.

12. House rules / Pets / Smoking ban

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

Keeping or accommodating pets of any kind is not permitted in any City Apartments and Apartments.

There is a complete ban on smoking in all City Apartments or Apartments. This also applies to communal areas such as hallways, entrance areas and stairwells and smoking at an open window. In the Weinberg Campus Boarding House, a smoking area has been set up on the loggia of building 1. If there is an ashtray on the balconies or terraces of the apartments, smoking is permitted outside the apartment with the door and window closed.

13. Electric bicycles and other electric appliances

Charging the batteries in the Apartment or City Apartment is only possible under the following conditions:

- Battery, charger and connection cable must be intact

- The charging cable supplied with the battery must be used
- Charge according to the manufacturer's instructions
- Charge under supervision if possible

Other electric appliances, such as space heaters, require approval from the GWG.

14. Other agreements

GWG will save, store and delete the data provided by the guest in the contract on paper or in machine-readable form in accordance with legal regulations.

15. Data protection

We have taken extensive technical and operational security precautions to protect the personal data we hold from unauthorized access and misuse. Our security precautions are reviewed regularly and adapted to technological advances. Upon written request, we will inform you of what data we have stored about you (e.g. name, address). If you would like data to be corrected/deleted and have other questions or suggestions regarding data protection, please contact our data protection officer. To contact us, please send an email to datenschutz@gwg-halle.de.

16. Jurisdiction

The District Court of Halle (Saale) has jurisdiction for disputes arising from the usage contract for a City Apartment or an Apartment.

17. Dispute resolution

GWG Halle-Neustadt mbH does not participate in the dispute resolution procedure of the consumer conciliation bodies (Verbraucherschlichtungsstelle) (Section 36 VSBG).