

**Terms of booking and use of GWG Halle-Neustadt mbH  
for services on “Boardinghaus weinberg campus” and in the  
guest apartments “GWG City Apartments”**

Valid from 12/02/2021

**1. Booking confirmation**

Every guest receives a written confirmation or a confirmation by e-mail for the booking of a guest apartment of “GWG City Apartments” (herein referred to as guest apartment) or of an apartment on “Boardinghaus weinberg campus) (herein referred to as apartment). The arrival date/time and the departure date /time as well as the prices per night and prices for additional services stated in the booking confirmation are considered to be binding and constitute the contractual basis for allowing the temporary use. Subsequent changes are only possible upon consultation with and approval by GWG. Concerning our cancellation policy, reference is made to item 6. By submitting a binding booking or by confirming an accommodation offer, these terms and conditions are considered to be fully accepted.

**2. Handing over and returning the keys**

Depending on the number of rooms, the guest receives one or several keys to the front door, the apartment and the letterbox, or (a) keycard(s) for the apartment on weinberg campus. **Keys/keycards will be handed over at the GWG central office at “Am Bruchsee 14” in 06122 Halle (Saale).**

Keys/keycards will be handed over on the day of arrival normally from 04:00 p.m. until 08:00 p.m. Arrival times after 08:00 p.m. are to be arranged in advance with the GWG central office under +49 (345) 6923-0.

On the day of departure, the apartments or guest apartments must be vacated by 10:00 a.m. at the latest. When checking-out of the guest apartment, the guest has to return the keys handed over to him to the GWG central office. The keycards for the apartment can be returned by leaving them in the letterbox of the Boardinghaus service office house 1 or in the main letterbox at Daniel-Vorländer-Straße 1.

**3. Registration certificate**

In accordance with the Federal Registration Act overnight guests are obliged to be registered at their accommodation facility by completing and personally signing a registration form. On arrival, the guest is therefore required by law to fill out the registration form truthfully and completely during the hand-over of keys.

#### **4. Terms of payment**

Payment for the use of accommodation of GWG Halle-Neustadt mbH is normally immediately upon arrival. Cash payment or cashless payment by bank transfer, Girocard (EC card) or credit card (VISA or Mastercard) is possible. Bank transfers have to be done to the account IBAN: DE36 8005 3762 1894 0346 82. Payment on invoice with a 10 day term is possible, however guests are not entitled to claim it.

#### **5. Period of use**

The contractual period of use of the apartment or guest apartment depends on the booking confirmation which the guest received from GWG in advance. Changing the period of use is only possible in consultation with GWG, unilateral changes are inadmissible.

An early departure does not entitle the guest to unilaterally reduce the total contractual costs.

#### **6. Cancellation**

Bookings without a reference to special cancellation policies can be cancelled free of costs until 72 hours before the possible start of use. In the 3 days before arrival, the guest pays 50% of the total price in the event of a cancellation. In case of no-show, 100 % of the total price must be paid as cancellation costs. Cancellation costs are immediately due and payable.

GWG reserves the right to set different cancellation policies at certain times in the season or different cancellation policies applying to special offers. These different policies will be pointed out in the offer and in the booking confirmation.

#### **7. Damages and loss**

If the guest notices damages, defects or shortages, he must immediately report them to the GWG in writing or by calling, regardless of whether the damage or loss has been caused culpably.

The apartment's or guest apartment's furniture and equipment is listed in the inventory sheet.

GWG is not liable for damages to the guests' property caused through their own fault, including exposure to moisture.

If the guest is not able to return all the keys handed over to him in accordance with item 2 or return them undamaged, GWG shall be entitled to charge the guest the costs for the

replacement keys in case of damage, or for a new master key system in case of loss. A lost or defective keycard for an apartment is charged with 10 EUR as a lump sum regardless.

## **8. Changes to the equipment**

Chairs and tables intended only for indoor use, must not be used on balconies or terraces because they are generally not weatherproof. Guests can be charged acc. to item 7 for damages caused by weathering on such chairs or tables, e.g. if they are left on the balcony.

Changes by the guest to permanently attached or installed objects in the apartments or guest apartments are generally forbidden. Removing equipment or furniture, also for occasional use in other premises of the same facility, is only admissible upon approval by GWG. GWG reserves the right to charge the guest the effort of returning inadmissibly moved equipment or furniture.

## **9. Bedlinen and towels**

The apartments and guest apartments are equipped with towels and bedlinen for each person at the beginning of the stay. There is a general charge of 6 EUR/person and type of laundry for changing the bedlinen and/or towels. A free change of towels is only possible after 7 days at the earliest, a free change of bedlinen can be done after 4 weeks at the earliest. If you wish your towels or bedlinen to be changed, you have to inform us at least one day in advance either by calling 0345 67840-0 at the service times or by e-mail to [gaestewohnungen@gwg-halle.de](mailto:gaestewohnungen@gwg-halle.de).

## **10. Returning the apartments/guest apartments**

The final cleaning lump sum includes all cleaning work required to remove soiling caused by normal average use of the equipment and of the bathroom furnishing. If, after the return of the apartment or guest apartment, GWG notices above-average soiling or that the guest has not properly separated and disposed of his private waste, GWG is entitled to subsequently charge a higher final cleaning fee depending on the effort.

## **11. House rules / Pets / Non-smoking rule**

The house rules can be consulted in the apartment or guest apartment and are a constituent part of the use and occupation contract if there is no separate agreement.

Keeping of pets of any kind is forbidden in all apartments and guest apartments.

Smoking is prohibited in all apartments or guest apartments. This applies also to communal spaces such as corridors, entrance areas and staircases. On Boardinghaus weinberg campus there is a designated smoking area on the loggia of house 1, smoking is prohibited on the balconies or the terraces of the apartments.

## **12. Jurisdiction**

The place of jurisdiction for any disputes arising from the use and occupation contract for an apartment or a guest apartment is Amtsgericht Halle (Saale) [Halle (Saale) Local Court].

## **13. Dispute resolution**

GWG Halle-Neustadt mbH does not participate in the dispute resolution proceedings of the Consumer Arbitration Services (Article 36 of the VSBG [Act on Alternative Dispute Resolution in Consumer Matters]).

## **14. Data protection**

In order to protect the personal data stored by us against unauthorized access and misuse, we have taken enormous technical and corporate security measures. Our security measures are checked regularly and adapted to the state of art. Upon written request, we will inform you which data we have stored concerning your person (e.g. name, address). If you wish data to be corrected/deleted, or if you have any questions or concerns about data protection, please contact our data protection officer by e-mail to [datenschutz@gwg-halle.de](mailto:datenschutz@gwg-halle.de).

## **15. Other arrangements**

GWG will save, store and delete the contract information stated by the guest in hard copy or in machine-readable form according to the legal regulations.