



General Regulations

§ 1 Validity-period and object

1. The general regulations are valid for contracts for the serviced apartments and all services, which the contract partner uses in the RESIDENZ am Dom. Other regulations are only valid in written form.
2. If the reserved apartment is occupied, it is possible to change the apartment with an equal room.

§ 2 Cancellation/ Duration of stay

1. A charge-free cancellation is only possible with a written agreement of the lessor. If there is there no agreement the charge has to be paid.
Our cancellation policy is as follows:
30 days before arrival 80% of total stay amount
3 days before arrival 100% of total stay amount.
2. If the period shall be extended, it must be requested in written form and the lessor confirms if there is availability.
3. The contract partner obliges himself to register at the responsible authority if the duration of the stay exceeds 60 days.
4. The contract can only be terminated if the duration of tenancy is over one month. The tenancy can only be terminated after 30 nights in written form with a deadline of 14 days. There is a higher price (price-list) if the stay is shorter than the agreed minimum stay. If this period of notice is not observed, the next rental charge becomes due automatically and the contract continues until the regular termination within the mentioned period is made.
5. A change of user is only allowed with permission of the RESIDENZ am Dom.

§ 3 Payment

1. The RESIDENZ am Dom can charge a Deposit payment for security.
2. The consideration has to be paid monthly in advance, we should receive the payment until the third weekday of the month, upps from charges, to the bank account of the RESIDENZ am Dom. The apartment is not to be assigned until verification of the payment.
3. If the total amount for extra services is over 250 €, there will be an additional invoice during the month.

§ 4 Liability

The contract partner and user are responsible for the payment and for damages in the apartment and the furniture. Damages at the apartment have to be told to the RESIDENZ am Dom.

§ 5 Parts of the contract

The handover protocol and the rules of the house are part of the contract.
Additional arrangements and modifications are valid if made in written form only.

§ 6 Miscellaneous regulations

1. Place of delivery and place of payment for both sides is Cologne
2. German law applies.
3. Court of jurisdiction for any disagreements of both parties, resulting from the constructional relation is Cologne
4. Subsidiary agreements, modifications and additions to the contract are only effective when arranged in written form. This also applies for promises, agreements, disclaimers and compositions of any kind.
If single regulations, including the general terms and conditions, are ineffective, the effectiveness of the remaining regulations will not be affected. The parties will replace the remaining regulation with effective ones, which approach to their intention and their economic relevancy, immediately. If there are mistakes in the translation the German version is the valid basis.

Stand 01.01.2010

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Residenz am Dom gemeinnützige Betriebsgesellschaft mbH • Geschäftsführer: Thorsten Ostermann, Günter Pott
Sitz: Köln • Handelsregister: AG Köln HRB 34808



Rules of the house

The contract partner engages that he/she accepts the rules of the house of the RESIDENZ am Dom and will behave appropriate. If acting contrary, it is possible to give notice to terminate the contract.

1. General behaviour

The contract partner should avoid everything what will damage the positive public impression of the philosophy and the building:

- 1.1 Throw nothing from windows and balconies
- 1.2 No laundry on the balcony
- 1.3 It is not allowed to change the room among other guests without permission, to damage walls and furniture.

2. Security

- 2.1 Notice security instructions by fire.
- 2.2 Barbecues on the balcony are forbidden.
- 2.3 Close windows and balcony-doors by storm, rain and snow.
- 2.4 Close the doors to the staircase.
- 2.5 Because of security it is not allowed to store objects outside the apartment.
- 2.6 Keep the escape route free.
- 2.7 Open fire or dangerous materials in the corridors or in the staircases are not allowed.
- 2.8 Loss of keys must be reported directly. The costs will be charged to the guest directly with EUR 250,00.
- 2.9 Additional electric equipment like heater or air condition are not allowed.

3. Garbage

- 3.1 Use the garbage-rooms on the floor and separate the garbage.
- 3.2 No dangerous, stinky or poison garbage to the garbage-room or the toilet. They can be given to the facility management for regular removal.
- 3.3 Dangerous liquids and rubbish are not allowed to dispose into the basin or toilette.
- 3.4 The final cleaning is included in the room rate. In case of impureness or of disproportionately quantity of garbage we will charge an extra cleaning fee (approximately EUR 150,00).

4. Consideration of each other

Providing the reputation of the RESIDENZ am Dom please be aware of following codes:

- 4.1 Keep noise volume on an appropriate level.
- 4.2 Time of rest is between 1 pm and 3 pm also between 10 pm and 8 am. Avoid noisy housework and activities.
- 4.3 Thanks to all guests who smoke on the balcony. Smoking in Non-smoking room is forbidden and costs for extra cleaning will be charged.
- 4.4 Radio, Hifi and TV should be used in normal loudness.
- 4.5 A respectful behaviour between all inhabitants of the RESIDENZ am Dom and all staff members is self-evident.

5. Pets

- 5.1 Pets are not allowed.
- 5.2 It is forbidden to feed pigeons.

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