

MEININGER Hotels x House Rules

Welcome, city explorers!

To make sure everyone enjoys a safe, relaxed, and comfortable stay, we've put together a few simple house rules that apply to all MEININGER hotels. If there are any location-specific details, we'll fill you in when you arrive.

Here's everything you need to know.

1. Arrival & departure

Whether you're just getting here or packing up to go, we want things to feel easy from start to finish.

1.1 Check-in & check-out

Arrival:

Rooms are ready from **3PM** on the day you arrive.

If you've booked **early check-in** (from **12PM**), we'll confirm it based on availability.

Departure:

Check out by **11AM** on the day you leave.

If you've booked **late check-out** (until **2PM**), we'll confirm it based on availability.

1.2 Luggage storage

Need a spot for your bags before or after your stay? Most of our hotels offer luggage storage, just ask at reception. A small fee or deposit may apply.

Groups (12+ people):

If you're traveling with a group, talk to our team when you check in to plan your luggage drop-off and pick-up times.

2. Rooms & amenities

Your room is your space to relax, recharge, and feel comfortable. Here's how things work:

2.1 Linen & waste

Every room includes bed linen and towels.

If you'd like an extra set during your stay, ask us at reception; a small fee may apply.

Bathroom: please flush only toilet paper.

For sanitary products or other items, use the bins.

2.2 Room cleaning

Most of our water use comes from room cleaning and laundry.

To reduce waste, **we clean rooms on request**. Let our team know anytime you'd like a refresh.

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Groups (12+ people):

Rooms are cleaned every other day. On your departure day, please:

- remove all bed linen
- put waste in the bins (large bags are available at reception)

A group representative will check the rooms before handing them back to our team.

2.3 Prohibited items in rooms

For safety reasons, charging e-bikes, e-scooters, or similar devices in rooms isn't allowed. If you need to charge one, our team will help you find a safe spot.

3. Meals & guest kitchen

Good food and shared moments are part of the MEININGER experience!

3.1 Breakfast buffet

Our breakfast buffet is open every day from **6:30AM to 10:30AM**.

Grab a plate and enjoy your meal in the dining area. Food and drinks shouldn't be taken outside the buffet room unless you've checked with our hotel team first. If you'd like to take something to-go, a small fee may apply.

When you're finished, return your dishes and any waste to the collection point so the next guests can enjoy a clean space too.

3.2 Guest kitchen (if available)

Feel like cooking? Go for it!

Then, wash your dishes when you're done and put everything back where it belongs.

You can store your own food and drinks in the fridge, just label them with your room **number and date**. We remove unlabeled or expired items regularly.

Note: MEININGER Hotels isn't responsible for any stored food.

3.3 Group meal times (12+ people)

If you're traveling with a group, lunch and dinner times will be arranged with our team in advance. Typical times are:

- **Lunch:** 12PM-1:30PM
- **Dinner:** 5:30PM-9:30PM (in Italy: 6PM-10PM)

Meal times may vary based on hotel activity, so check with our team when you arrive.

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4. What to do in an emergency

Safety always comes first. Here's what to do in case of an emergency.

4.1 Fire alarm

If the fire alarm sounds, leave the building right away using the nearest stairs or fire exit. Don't use the elevators, and don't go back to your room for your things.

All emergency exits are clearly marked, just follow the signs.

4.2 Safety routes & assembly points

You'll find escape routes posted at **reception**, on **room doors**, and in **hallways**. Emergency exits (including windows or ladders) should only be used in real emergencies.

Assembly points are located in front of or behind the hotel, look for the signs or ask our team if you're unsure.

5. Guest behavior & safety basics

We want everyone to feel welcome, safe, and respected: our guests, neighbors, and hotel team included.

5.1 Quiet hours

Everyone deserves a good night's sleep. Avoid any kind of noise between **10PM** and **6AM** in rooms, hallways, and shared spaces. No loud music or shouting during this time.

Repeated noise may lead to being asked to leave the hotel without a refund.

5.2 Safety

- **Windows:** don't lean out, sit on sills, call out, or throw anything outside.
- **Lifts:** respect the lifts' capacity/weight limit. Guests cover any costs from misuse or damage. The hotel can't accept liability for improper use.

5.3 Visitors & access

Your friends are welcome! They just need to sign in at reception before visiting your room. **Note:** The hotel reserves the right to deny entry to anyone not staying with us.

Our entrances may be locked at night, but your keycard gives you 24/7 access.

5.4 Security

Public areas have CCTV to keep everyone safe.

Our team also does regular patrols at night, so you can rest easy knowing we're looking out for you.

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6. Tolerance & inclusion

6.1 Everyone's welcome here

At MEININGER Hotels, we welcome you all, no matter how you identify or where you're from. Your gender identity, expression, sexual orientation, religion, age, nationality, and background are all respected here. We want you to feel safe, valued, and completely at ease.

6.2 Zero tolerance for disrespect

There's no room at MEININGER Hotels for homophobia, transphobia, racism, sexism, or any form of discrimination. Harassment, bullying, or any kind of disrespect toward others is not tolerated. Anyone breaking these rules may ultimately be asked to leave the hotel immediately, without a refund.

6.3 Your room, your choice

Whether you want privacy or shared space, we've got options: private rooms, small dorms, and larger ones.

We welcome all guests in a way that respects their (gender) identity and personal requirements. Guests are invited to book the room type they feel most comfortable with. Our team is here to support respectful and safe stays for everyone. We fully support your right to self-identify, follow EU equality standards, and support the United Nations LGBTI Standards of Conduct for Business.

Choose a room type that makes you feel most comfortable and safe.

7. Prohibited actions & fees

7.1 Alcohol, drugs & weapons

Outside alcohol, illegal substances, or weapons aren't allowed on our properties. Breaking this rule means immediate removal and, if needed, notification of the authorities.

7.2 Smoking & vaping

Smoking or vaping (including e-cigarettes) isn't allowed anywhere inside our hotels. If this rule is broken, a €250 cleaning fee will apply (or similar in other currencies), plus any extra costs if alarms go off or if we call emergency services. Step outside for a smoke!

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7.3 Emergency doors & alarms

- Use emergency doors only in real emergencies.
- Don't tamper with smoke detectors or alarm systems.

If alarms are set off or emergency services are called without cause, extra charges may apply.

8. Damage & deposits

8.1 Liability for damage

The hotel reserves the right to request a deposit of up to €500 per booking upon arrival or during the stay (or a comparable amount in other currencies).

We'll refund the deposit at departure if you or your group haven't caused any damage or excessive soiling.

8.2 Cost invoicing

If the cost of damage, severe soiling, or external emergency services (e.g., fire brigade) exceeds the deposit, the guest must pay the remaining amount in full.

Guests can settle the balance directly at the hotel, or we'll issue an invoice after departure. This also applies to any damage identified after check-out.

9. General compliance

9.1 General terms

The General Terms & Conditions of Business of MEININGER Hotels also apply. You can find them on our website or request a copy at reception.

9.2 Compliance & conduct

All guests must follow the MEININGER Hotels' House Rules and Terms & Conditions, treat other guests and hotel staff with respect, and avoid disrupting hotel operations.

If peace or order is disturbed, guests are required to follow staff instructions to resolve the situation.

Note: MEININGER Hotels reserves the right to deny entry or remove guests from the premises if there are any rule violations.

Our local teams are here for you 24/7, always ready to help, answer questions, or sort out anything you need. Just ask us.

We appreciate your help in keeping things smooth in our hotels.
See you soon!

The MEININGER Hotels team