

General Terms and Conditions and General Informations to enjoy your Stay in our Boarding House

Reservations

Reservations are mandatory. Cancellation or changes of the reservations are free of charge until 14 days before planned arrival. In case of later cancellation or no show of the guests the full boarding fee will become payable immediatly.

Smoking

Boarding-Potsdam is a non-smoking house. Therefore, smoking in any form (also Schischa without tobacco), as well as open fire such as a barbecue inside the houses are prohibited. Smoking is allowed in the outside areas in accordance with existing regulations. You will find ashtrays outside the entrances.

Arrival/Departure

Our apartments will be available upon your arrival at 3 p.m. for check-in.

Please let us know your scheduled time of arrival so we may welcome you personally.

Check-out/departure time is 11 a.m.

We recommend for our long term guests with more than 28 days, to check the apartment together with one of our peronnel one or two days before departure.

Keys, Gateopeners and Parking Cards

Upon departure we kindly ask you to not forget to leave the keys and gate-opener as well as the parking card, on the table and then just close the door fo leave.

Charged Services

Parking

Our parking units can be rented for € 35 per week (repectively € 5 per day) according to availability. We kindly ask you to only use the fixed places. Should they be occupied please inform us either directly or via mobile phone.

Bycicles to rent

Bycicles to rent are available in a small number and will be charged at € 3 per day.

For your own bycicles, there are bike racks in the outside area between the houses.

Extra Bed

Extra bed for short visits of family or friends are possible and chargeable. (€ 20 per night and person). Please inform us as early as possible.

For younger children we have extra child-beds available.

Additional Cleaning Services

Please inform us, if you need an additional cleaning service. We will arrange for and at a charge of € 20 for each service.

Additional Change of Bedclothes and Towels

For your convenience we have additional fresh complete sets. (Bedclothes € 10 and Towels € 5 per set)

Laundry Service

Upon request, you can have your laundry and clothes washed and ironed. (price upon request)

Our Services free of charge**Cleaning**

Weekly cleaning of the apartments, and replacement with fresh bedclothes and towels, will regularly take place on Fridays.

Dishwashing and disposal of waste is not provided by our service team.

Final Cleaning-up of the Apartment

Usually the final cleaning up is free of charge. Upon short stays or in case of abnormally dirty apartments, € 50 will be charged.

Postbox and Bell

Every guest who stays longer than one week will have his/her own earmarked postbox and bell.

Internet

For private purposes we provide you with wireless LAN. You will find the accesscode in your apartment.

Laundry

A washing machine, together with special detergent, dryer and an iron station are available. Please follow the instructions of our service team.

Additional Expenses

All expenses for heating, cold and warm water, electricity, GEZ (TV and Radio fees) and support of the apartments are covered by the rent. We also provide our guests with toilet paper, waste bags, kitchenpaper, dishtowels, dishdetergent and dishclothes.

Barbecue

Barbecue equipment is available in the inner court. It is obligatory and self understood that the cold devices will be returned cleaned. Necessary dishes and cutlery as well as a dishwashing machine are on hand. All can be found in the basement.

Equipment of the Apartments

Our apartments are designed with a passion for details. You will find all you need. Coffeemaker, electric kettle, microwave, toaster, hairfan, sufficient number of dishes and cutlery.

Prohibitions

It is not allowed:

- to take the bike into the apartment
- to dry laundry in the apartment. There is a dryer and space for air drying.
- to place the shoes outside the door of the apartment.
- to keep animals, no matter how tiny they may be.
- To have other people staying in the apartment without permission through the administration.

Good ideas

We will appreciate good ideas and constructive criticism. If you have any complaints or something is broke or does not work please let us know immediately directly or via mobile phone. We will do our best to solve the problems as soon as possible.

Get in touch with us

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