

## **Welcome to the PUMPE youth hostel**

### **Arrival**

If your arrival time changes after completion of the contract, please inform us of your new arrival time at least two weeks before you arrive. Since delays are possible, we kindly ask you to leave the cell phone number of a responsible party member with us.

### **Check-In**

For a speedy check-in, it is beneficial to have a completed list of participants.

### **Keys**

All keys given out allow you access to the building, hall and respective rooms. Please carry your keys with you and for security reasons enter the building and "your room" only with the key given to you. We can give each guest a key, but if you would prefer a different arrangement, please let us know.

### **Bed Linen**

You can bring your own bed linen or borrow it from us for 3.00 Euros. You are responsible for making the beds yourself and stripping them before your departure.

### **Towels**

Please bring your own towels with you. Unfortunately we can not provide them for you.

### **Cooking/Kitchen**

In our building you have the option of using our kitchen. If you include this option with your accommodations, then use of our kitchen is provided for you. Nearby you will find good shopping options. Upon your departure please leave the kitchen in good condition. The final cleaning is then our job.

### **Board**

Breakfast, partial or full board are obtained in the "Alte Pumpe" Café-Restaurant. Please do not take any dishes or glasses with you into the youth hostel.

### **Payphone**

There is a payphone in the residential area where you may also receive phone calls.

### **Rooms**

Our rooms are available for your own use. The group is responsible for cleaning during its stay. Upon your departure we ask that you return the tables and chairs to where you originally found them. Beds and dressers may not be moved; nor may mattresses be laid on the floor.

### **Liability for your possessions**

The PUMPE is not liable for your possessions. For your own security we recommend that you lock your rooms whenever you leave them.

### **Cleaning**

The bathrooms are cleaned regularly by our staff. You can get cleaning supplies and garbage bags from us for cleaning the bedrooms and kitchen. Please separate paper and glass from the rest of the garbage. Containers for each of these are on our premise.

**Common Living**

During your stay you will reside with other guests in the youth hostel, the youth culture center, or in the restaurant; multiple events usually occur at the same time. We want everyone to have a pleasant stay with us starting with mutual respect and a sense of responsibility.

**Non-smoking**

Please note that our youth hostel is a non-smoking facility. Smoking is allowed outside the building. Please be sure to use the ash trays that are provided for your convenience.

**Damage/Defects**

The group is responsible for any accidental damages. Let our office know immediately about any damages or defects so that we can remedy them. Should a claim settlement be necessary, we will gladly arrange this with you.

**Departure**

On the day of your departure the rooms must be cleaned and the keys returned by 10 am. Naturally, if you are leaving later you can arrange to store your luggage here.

Thank you for your assistance and we wish you a pleasant stay in our hostel.

Your PUMPE Team