

Hotel rules



Felix

Dear guests,

thank you for staying with us! In order to make your stay as pleasant as possible, we ask you to read the following house rules carefully and to take note of them for your stay. These apply to you as well as all fellow travelers.

Felix - Reception

Our employees are authorized to issue instructions to our guests regarding compliance with our house rules. We ask you to follow these instructions, especially in exceptional circumstances and emergencies.

For informations about the opening hours of our reception, please refer to the notices in our house or our Felix website. If you have further questions or concerns, our Felix-Team will be happy to help you. In case of emergency outside the opening hours of the reception, please contact our standby staff at +49 (0) 172 66 99 490.

Felix - Suites

We provide at least one room key for each room. On the day of your arrival we guarantee your check-in by 3 pm. Check-out time is 11 am, unless a late check-out until 2 pm has been booked. We offer you the possibility to store your luggage temporary at the reception free of charge.

Please note that our reception space is limited and that we can not accept any liability for loss or damage to your personal belongings.


Our suites are cleaned every 3 days. Additional cleaning or exchange of towels can be arranged at the reception for a fee. On the day of your departure, we kindly ask you to make sure that all trash is disposed in one of the containers provided and that it is not scattered around in your suite. Our reception will also be happy to provide you with more garbage bags if needed. Please note that commercial quantities of waste can not be disposed by us. Please do not throw hygiene articles or other items into the toilet. Hygiene bags and trash cans are available in each restroom.

The rooms and their equipment are property of Felix Suites. Any damage caused by you will be charged. Separate regulations apply to our long stay guests, as stated in the reservation contract.

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Restaurants

Our restaurants „Felix“ and „7010“ are located on the 6th and 7th floor of the main building. Breakfast is served in the „Felix“ restaurant from monday to friday from 7:00 to 11:00 am and on weekends from 8:00 to 11:00 am. It is not allowed to take food and drinks from the breakfast buffet, unless the staff gives their permission.



For informations about the opening hours of our restaurants refer to the notices in our house or our Felix website. Please note that dogs are not allowed in our restaurants.

The consumptions of drinks and food brought along is not permitted in the restaurant area. Our house reserves the right to expel guests who behave inappropriate and condescending from our restaurants. The general house rules are valid here. In case of vandalism, the causer is fully liable and will have to take all responsibilities.

Emergencies

The fire alarm is recognizable by a loud signal tone and a corresponding announcement. In case of a fire alarm it is no longer permitted to enter your hotel room. Leave the building by the nearest available exit.

In case of emergencies it is not allowed to use elevators. The building must be exited via stairwells and the emergency exits. The emergency meeting point is in front of the building or behind the building, depending on the situation. Escape plans and fire safety regulations can be viewed on the notices in the house, the reception and in the rooms.

Night Rest, Order, Security


By 10:00 p.m. all rooms and corridors are closed for the night. Any noise shall be avoided. The non observance of the night rest can lead to an immediate house ban. In this case the guest forfeits his right to accommodation and a refund of any fees paid in advance. Regardless, the full amount of the booked service has to be paid by the expelled guest. Further costs from all damage caused by the noise nuisance may follow.

Our house expects respectful interactions with other guests, residents and staff. It is not allowed to lean out of the window, sit on the window sills, throw objects out or shout outside. In some rooms it is not possible to open the windows or only to a limited extend for safety reasons.

Emergency exits (also via windows) as well as fire escapes may only be used in case of emergencies. Please also note the maximum payload of our elevators. In the event of improper use, our hotel reserves the right to assert claims for damages, which must be settled immediately on site. Persons who are not registered in our booking system and who are brought into our house by guests are only allowed access after prior registration at the reception. Our house can deny access in individual cases.

Individual (public) areas of our house are VIDEO-MONITORED and marked accordingly. This complies with the DSGVO. The data protection provisions of the Federal Data Protection Act apply. All guests have the possibility to obtain informations about the purpose and scope, as well as the duration of the storage of the video material at our reception or at the house management reception.

The entrances are locked at night. Access to the house is possible at any time with your room key. For more informations, please do not hesitate to contact our hotel staff.



Internet

Hotel guest can use our guest wifi internet access for free. By using our internet access you expressly acknowledge and agree to the data protection regulations and the child and minor protection law. Violations and illegale usage will be reported to the law enforcement.

We have to point out to you that third party copyrights have to be complied with. In particular, down- and uploads via so called file sharing networks are not permitted and will lead to claims for damage by our company against you in the event of an infringement.

Alcohol, Smoking, Illegal Substances and Weapons

Smoking is prohibited throughout the hotel and allowed only in designated areas. Violations will be charged with a fee of 250.00 EURO. In case of a triggered fire alarm thru unauthorized smoking or manipulated smoke detectors, the hotel assumes no liability. The resulting costs of the deployment of the fire department or other security services are not covered and have to be paid immediately on site. Illegal Substances and weapons are strictly permitted in our hotel and will result in an immediate ban from the hotel. Relevant authorities will also be notified.

Other

The general terms and conditions of denkmalneu.gastgeber Sachsen GmbH are valid. They are published on our Felix website or can be requested at the reception.

Thank you for your attention and for respecting our house rules.

If you have any further questions about your stay, please do not hesitate to contact us. We wish you a pleasant time at Felix Suites!

With best regard
your Felix-Team

