



House rules Dolderstrasse 39

Emergencies

In the event of the following **emergencies at night**, on **weekends** and **public holidays**, please contact the internal number 044 266 71 11 / 70 00:

- Water damage
- Power failure on entire floor
- No heating or hot water
- Leaking refrigerator

Waste disposal

Waste bags can be disposed of in the large waste container in front of the house. Please make sure that the bags are well closed. Please use bags without charge.

Waste paper (newspapers, magazines) and cardboard boxes must be disposed separate. Batteries must be returned to the sales point. A public collection point is located at Dolderstrasse 39 opposite Bunterweg.

Laundry

In the basement you will find a washing machine, dryer and drying room for shared use. It is not allowed to wash during the night from 10 pm. to 7 am. In the laundry room, please ensure cleanliness and order. The detergent has to be organized by yourself. You can obtain the washing card from the Service Point.

Cleaning / Order

The rooms are not being cleaned by our cleaning team. For a charge of CHF 25.00 for minor cleaning and CHF 40.00 for more in-depth cleaning, we will gladly do this for you, if requested. Please place the corresponding order at the Service Point. Cleaning utensils such as vacuum cleaners or brooms can be borrowed directly from our cleaning team.

The housekeeping and cleaning service reserves the right to carry out room and studio checks at regular intervals upon advance notification.

Fire Hazard

Escape routes, corridors, doors, basements and stairwells must be kept clear at all times. Objects are removed without liability if they contradict the fire protection requirements. It is forbidden to deposit objects on the basement cabinets.

Smoking, candles and fragrances

Smoking and the use of candles or fragrances (scented candles, scented lamps, incense sticks etc.) are prohibited in the rooms, kitchens, corridors etc. Smoking is only allowed on the balconies.

Electrical Devices

The use of electrical devices such as hot plates, immersion heaters, microwave ovens etc. is prohibited in the rooms due to the risk of fire and is only permitted in the kitchens.

Energy and Sustainability

If you are absent, please close the window. During the heating season, ventilate the room regularly, two to four times a day, briefly and intensively. (Blast ventilation for a maximum of 10 minutes with the window fully open). Please turn off the light when you leave the room.

Pets

Pets are not allowed.

Furniture

The rooms are fully furnished. No objects and furniture may be removed from the room. In case of loss or damage, missing or damaged pieces will be charged.

Night rest

The night's rest applies from 10 pm. to 7 am. Do not do anything that could disturb the sleep of your fellow residents.

Damage reports

Report any damage / repairs to the service point immediately. The tenants are liable for damage caused intentionally, negligently or through improper handling. Defective bulbs can be exchanged with the cleaning staff for new ones.

Lost key

If the key is lost or forgotten (outside our opening hours), Gabriel key service must be contacted to open the door (24-hour service, Tel. 044 920 61 00). Any costs occurred, such as any drilled door cylinders, will be billed to you. If you lose your key, you will be charged a fee of CHF 100.00.

Security

Please always lock the front and room door and do not allow unauthorized persons to enter. Please report any abnormalities to the service point. Outside our opening hours, please contact the police on 117.

Insurance

The insurance of personal belongings is a private matter. Any damage is not covered by the children's hospital.