

## GENERAL HOUSE RULES

Dear Guests,

To make your stay at MIA Hotel as pleasant as possible, we kindly ask you to read the following house rules and share them with all accompanying guests.

Please also note that the General Terms and Conditions (GTC) of MIA Hotel apply. These are available for download as a PDF at [amia-hotel.en](https://amia-hotel.en).

- In order to maintain public order and enforce the house rules, hotel staff are authorized to issue instructions to guests and, if necessary, impose a ban from the premises.
- Open flames, smoking, and lighting candles are strictly prohibited in the elevator, stairwells, corridors, and hotel rooms. Failure to comply will result in a fee of €250.00.
- Hotel rooms, furnishings, equipment, and hotel property must not be damaged.
- Please report any complaints regarding your room or inconveniences caused by hotel staff immediately to the reception desk.
- Please note that any damage caused by guests must be compensated and will be charged accordingly.
- **Breakfast Hours:**  
Monday – Friday: 6:30 AM – 10:00 AM  
Saturday & Sunday: 6:30 AM – 10:30 AM
- When leaving the hotel, please ensure that your room door is closed and return your key card at check-out. Loss of a key card during opening hours will incur a charge of €10.00. Loss outside opening hours may result in charges of up to €150.00.
- For safety reasons, leaning out of windows is prohibited. Windows may only be opened for ventilation purposes. Window sills must not be used as seating areas, and nothing may be thrown or shouted out of the windows.
- Please observe the maximum load capacity of the elevators. The hotel accepts no liability for improper use, and any resulting costs must be settled immediately on site.
- Persons not registered as hotel guests are only permitted access to guest rooms after prior registration at the reception desk. The hotel reserves the right to deny access in individual cases.
- Public areas of the hotel are monitored by video surveillance for security purposes.
- When using the hotel Wi-Fi, all applicable data protection as well as child and youth protection regulations must be observed. Violations are subject to reporting.
- Bringing and consuming food and beverages not purchased at the hotel is only permitted with prior approval from the reception desk.
- Pets are not permitted.
- Between 10:00 PM and 7:00 AM, we kindly ask you to respect the nighttime quiet hours and avoid disturbing other guests. Guests violating these quiet hours may be denied further stay at the hotel.
- In the event of a fire, please follow the evacuation plan located on the inside of your room door. Please also notify the reception desk immediately.
- Please carefully read the fire prevention instructions displayed on each floor and follow all regulations in the event of an emergency.
- The hotel expressly accepts no liability for the loss of valuables, especially jewelry and cash.
- We reserve the right to terminate the existing accommodation contract and deny services to guests who violate the house rules or whose behavior causes damage to the hotel or other guests.

Thank you for your attention and for observing these house rules.

Should you have any further questions regarding your stay, our team will be happy to assist you at any time.

We wish you a pleasant stay at MIA Hotel.

**Your MIA Hotel Team**