

House Rules

La Mata Holiday Properties

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These House Rules apply to holiday properties offered via ferienwohnung-la-mata.com unless different property-specific rules have been expressly agreed for the property booked. They supplement the booking terms and conditions and must be observed by all guests. The version provided to and accepted by the Guest for the respective booking shall apply.

1. Scope and consideration

- These rules apply to all booked and otherwise lawfully present persons. The booking guest must inform all fellow travellers of their contents.
- Neighbours, common areas and night-time peace must be respected at all times. Instructions from the Owner relating to safety or protection of the accommodation must be followed.

2. Check-in and digital key box

- Check-in is generally available from 3:00 p.m. unless otherwise agreed for the property booked. Earlier check-in requires prior express approval.
- The access code and key may be shared only with registered guests. Disclosure, publication or other misuse is prohibited. Loss, suspected disclosure to third parties or malfunction must be reported immediately.
- The key box must be properly closed after every removal or return of the key.
- As a rule, one set of keys is provided for the accommodation. The key box - whether digital/electronic or mechanical with a numerical combination - is intended exclusively for the one-time removal of the key at check-in and return of the key at check-out. It must not be used as a storage place for the key during the stay. After check-in, the Guest must keep the key safely. Placing it back in the box during the stay is at the Guest's own risk. If the key is thereby inaccessible, the Owner's emergency contact must first be used; necessary reasonable and documented costs of an emergency opening or locksmith may be charged to the Guest unless the cause is attributable to the Owner.

3. Guests, visitors and use

- Only persons included in the booking and, where required by law, registered may use the accommodation. Unregistered overnight guests, additional visitors, subletting and commercial use require the Owner's prior approval.
- Parties, events and disruptive gatherings are not permitted. The maximum occupancy applicable to the property booked may not be exceeded.
- Where required by law, the information needed for guest registration will be collected before or upon arrival using a form, link or corresponding document provided by the Owner. The booking Guest is asked to assist by providing the required information for themselves and all accompanying travellers completely and correctly.

4. Quiet hours and neighbourhood

- Quiet hours are from 10:00 p.m. to 7:00 a.m. Loud music, shouting, slamming doors and other avoidable noise must also be avoided outside those hours.
- Stairs, access routes and common areas must be kept clear. Driveways, neighbouring property and emergency routes must not be blocked.

5. Smoking, pets and open fire

- Smoking and vaping are prohibited inside the accommodation and are permitted only on the balcony or terrace unless property-specific rules provide otherwise. Cigarette ends must be fully extinguished and disposed of safely.
- Pets are generally not permitted unless expressly agreed in advance. Mandatory legal exceptions remain unaffected.
- The grill and other heat sources may be used only as intended, safely and under supervision. The grill must be allowed to cool completely and cleaned after use.

6. Property and outdoor items

- When leaving, the front door, accessible windows and terrace doors must be properly closed or locked. Valuables should not be left visible or unattended.
- Sun umbrellas, fishing equipment, cushions, toys, towels and other loose items must be closed, secured or brought inside/designated storage whenever guests leave, during longer absences, overnight and in wind or unsuitable weather.

- Loss, theft or damage must be reported immediately; theft must also be reported to the police.

7. Cleanliness, waste and furnishings

- The accommodation and its contents must be treated with care. Soiling must be removed promptly. Dishes and cooking utensils must be cleaned after use.
- Waste must be separated in accordance with local rules and placed in the designated containers. Waste must not be put into toilets, sinks or drains.
- Furniture and equipment must not be rearranged or removed without the Owner's consent.

8. Energy and water

- Air conditioning or heating may be used only with windows and outside doors closed. Lights, air conditioning and unneeded electrical appliances must be switched off when leaving.
- Avoid simultaneous use of several high-power appliances. Charging electric vehicles from accommodation sockets is prohibited unless a charging facility has been expressly approved for that purpose. Use water and energy responsibly.

9. Safety and reporting damage

- Smoke alarms, fire extinguishers, first-aid supplies and other safety equipment must not be removed, covered, disabled, tampered with or misused.
- Damage, malfunctions, water leaks, unusual smells, pests and other safety defects must be reported immediately using the contact method provided. Repairs without approval are permitted only where immediately necessary to prevent danger.
- For emergencies call the European emergency number 112. Property-specific safety and evacuation information must also be followed.

10. Check-out

- Check-out is generally by 10:00 a.m. unless expressly agreed otherwise in advance.
- The accommodation must be fully vacated no later than the agreed check-out time. An extension is permitted only with the Owner's prior express confirmation in text form. Flight delays, flight cancellations, travel problems or other personal circumstances do not automatically extend the stay; where necessary, alternative accommodation must be arranged by the Guest. Mandatory statutory rights remain unaffected.
- Before departure: dispose of waste, clean used dishes and, where applicable, the grill, store loose outdoor items, close windows and doors, switch off lights/air conditioning/unneeded appliances, report damage and return keys or access devices as agreed.
- Take all personal belongings. Late check-out requires prior approval.
- Payment, an offer of payment, a request to extend the stay, or leaving luggage or other personal belongings does not extend the stay. Any extension requires the Owner's prior express confirmation in text form.

11. Breaches

- For serious or repeated breaches, the Owner may require appropriate action and, where permitted by the contract, terms and applicable law, terminate the stay.
- Loss, damage or extraordinary cleaning culpably caused by a guest may be charged to the extent permitted by law.
- In the event of a breach, the Owner may require it to cease immediately; in the event of a serious breach, the Guest may be required to leave the property. If a lawful request to leave is not complied with, the police or other competent authority may be notified. Where validly agreed before the stay and permitted by law, amounts already paid for the booking may be forfeited if eviction results from a serious breach.

12. Order of precedence

- In case of conflict, and to the extent permitted by law, the following order applies: individual booking agreement/confirmation; for platform bookings, the payment and cancellation terms applicable to that specific booking; booking terms and conditions; these House Rules; property-specific information and welcome materials. Mandatory law remains unaffected.