

Jui's Homestay

Jui's Swiss Trips & Homestay
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Rules of the House

A heartily welcome to our Bed & Breakfast **Jui's Homestay**. We wish you a very pleasant stay. **If there are any special needs or some proposals, please let us know.** Thank you very much for reading our rules of the house carefully.

✓ Check-In

On arrival day your room usually is available from 5:00 am onwards. If you arrive earlier, you are welcome to leave your luggage at our accommodation. Early check-in on request possible, but depending on availability of your room. A fee may apply.

✓ At our guests' disposal

Along with your room, there is the kitchen as common recreation room available, other common spaces are the shower rooms and the garden. For guests on the first floor the large wooden balconies along the house are available as well for recreational use.

The refrigerator in the kitchen on the first floor may be shared by all guests to store perishable food or to cool drinks. If there is not enough space in the mini-bars of guest's ground floor rooms, the refrigerator in the ground floor kitchen may be used as well to store guest's foodstuffs and drinks. Please note that foodstuffs and drinks in the kitchen, which were **not bought by yourselves**, are not intended for general use. Those are foods and drinks which we do need for your breakfast, or which belong to other guests.

If you would like to brew a tea or coffee, you are welcome to help yourself out of the tea box in the kitchen or to start the filter coffee machine. Tea and coffee is **free of charge**.

The stove, oven and the microwave are available for general use (please ask if you are not sure how to use them). There are enough dishes and cooking utensils freely available in every kitchen.

✓ Breakfast

Normally we serve breakfast in the kitchen. You may have breakfast outside on the balcony (guests on upper floor) or on the terrace (guests on ground floor), if weather conditions permit. Breakfast is served **from 7:30 to 9:30 am**, according to agreement. Please let us know the evening before until 6:00 pm, at what time you would like to have breakfast and what items you like for your breakfast (*see breakfast order form*).

✓ Office hours

Usually our office (ground floor on the right in the apartment building next door) is open to our guests on Monday to Friday from 9:30 until 10:30 am and from 6:00 until 8:00 pm. On Saturday, Sunday and public holidays from 09:30 until 10:30 am only.

✓ Room cleaning, bath towels and bed linen

Rooms are cleaned daily (if the room is tidy, does not apply to long-term stays), unless you can do without. Bath towels are changed once or twice a week, bed linen once weekly. Please inform us, if you would like to get new towels or bedlinen more often. It is **not allowed** to take **our towels** to public swimming pools.

✓ Smoking is prohibited



Please note that you stay in a **strictly non-smoking house**. Smoking is only permitted in the garden, and on the balconies of first floor, as long as other guests don't mind.

If you smoke nonetheless in the apartment and especially in your room, we will have to charge you CHF 750.00 for the special cleaning of the room in which was smoked.

✓ Pets

We regret, that we can **not allow any pets**, out of considerations for other guests. Thank you for your understanding. Exceptions are possible, depending on the overall situation with other guests.

Jui's Homestay

✓ Rest hours

We kindly ask you to obey the **rest hours from 10 pm to 7 am**, and to avoid any noise during that period of time. This applies inside and outside of the house, out of **consideration for the other guests and our neighbours**. Thank you for your cooperation.

✓ Key

Your room and front door key is usually in the lock of the room door, inside of your room. You are welcome to take the keys with you, whenever you go out (**attention**: lost keys will be billed). You may leave your keys with us, but in that case, keys have to be collected before 10pm at the latest.

✓ External visitors

If you would like to receive visitors, please contact your hosts in advance. **Overnight visitors are not permitted without prior registration by your hosts.**

✓ Beschädigungen

a) Generally: Please inform us of any damaged item, so that we can repair or exchange it. For willful and serious damages as well as unusual dirtying, we will have to charge you.

b) Keys: we will have to bill you for lost or damaged keys according the list below

- i. Room key (large) CHF 15.00 plus expense allowance CHF 10.00
- ii. Front door key first floor CHF 20.00 plus any costs for a replacement lock
- iii. Front door key ground floor CHF 15.00 plus any costs for a replacement lock
- iv. Spare lock, if the lock needs to be replaced CHF 585.00 (new lock, keys and installation)

✓ Not allowed

Cooking and eating¹⁾ in the rooms are strictly forbidden. It is also not allowed to **wash and dry laundry** in the rooms. You are welcome to use our laundry self-service at a reasonable fee (washing machine and tumbler; ironing equipment available on request).

¹⁾ Exception: If it is not possible to comply with the Covid-19 measures in the kitchen for breakfast, you may, as a single exception take breakfast to your room.

✓ Liability for personal effects and valuables

We are not liable under any circumstance for personal effects and valuables left/stored in your room. Please always lock your room door, if nobody stays in the room.

✓ Check-Out

On departure day your room should be left **before 10:30 am**. If you travel later to your next destination, you may leave your luggage with us until your departure time, free of charge. Late check-out is possible on agreement in advance and depending on availability. A fee may apply.

✓ Guest book / rating

We would be happy, if you would take some of your time, to rate your stay with us and write some comment in our guest book (www.bnb.ch/evaluation using code **RUYU24**). Thank you very much for taking some of your time to rate us and leave your comment. If you were pleased staying with us, please tell your friends. We also are very grateful for any suggestion which helps us to improve ourselves.

Thank you very much indeed for choosing Jui's Homestay for your stay in the region of Thun.

Please note: Failure to comply with the house rules of Jui's Homestay may result in the immediate cancellation of your reservation and lead to your departure on the very same day. In that case, there is no right to reimbursement of services already paid and / or compensation of any kind.