



Johann Wolfgang Goethe-Universität Frankfurt am Main

R U L E S F O R R E S I D E N T S

GUEST HOUSE BEETHOVENSTRASSE 36

Dear guest,

We offer you a cordial welcome in the guest houses of the Johann Wolfgang Goethe-University Frankfurt

We would appreciate if you could respect the following rules so that we can maintain the high standard of our service.

ARRIVAL

Arrival and hand-over times are:

Monday through Thursday from 1:00 - 2:00 p.m.

Friday from 12:00 a.m. - 1:00 p.m.

Please inform the administration or your host professor of any other arrival time than those indicated above. Keys are being supplied by the administration.

DEPARTURE

Please vacate your apartment by 10 a.m. and return your keys to the administration. On weekends please put the keys on the table in your apartment. Also inform the administration in case you leave earlier than originally planned.

CLEANING

Your apartment will be cleaned once a week on a fixed day. To facilitate the cleaning please make sure that all the floors and window ledges are cleared as much as possible on the cleaning day.

SERVICE

Bed linen, covers and towels will be changed every two weeks. Should you need additional linen, please ask the administration.

VISITORS

If any family members or visitors will stay overnight in your apartment, please inform the administration, so that they can be provided with an additional bed and towels (maximal duration: 7 days; charge per night: 15.--€).

BATHROOM

Some rooms have a common bathroom. In these cases kindly make sure that you clean the bathtub and the wash-basin immediately after use, so that the person who shares the bathroom with you, will find a clean bathroom.

ADDITIONAL ELECTRONIC KITCHEN DEVICES

It is not allowed to install additional electronic kitchen devices in the living area.

KITCHEN

Please make sure to clean the kitchen (specially the heating plates, baking oven, saucepans and sink) immediately after cooking. Please leave the kitchen in such a condition as you wish to find it.

Please remember that the refrigerator is to be thawed once a month.

If the cleaning staff needs extra time to put your apartment in proper order, you will be charged for the additional amount.

LAUNDRY

A washroom equipped with 2 washing machines and 2 tumble dryers are available.

MONDAY - THURSDAY from 7:00 a.m. - 15:00 p.m. and FRIDAY from 7:00 a.m. - 15:00 p.m.

Washing powder and, if necessary, fabric softener are not provided.

We cannot permit washing and drying of laundry in the apartment itself, because the rooms are not equipped with the necessary ventilation.

GARBAGE

Everybody is responsible to take his garbage (kitchen waste and other) to the garbage cans. In consideration of the environmental protection in Germany we attach great importance to the SEPERATE GARBAGE COLLECTION.

The following garbage cans are at your disposal:

1. BLACK cans for normal garbage
2. GREEN cans for paper
3. YELLOW cans for packing material
4. Glass has to be disposed separately. The corresponding containers are located at the corner Beethovenstrasse/Kettenhofweg and Beethovenstrasse/Westendstrasse.

CASE OF EMERGENCY

In cases of emergency such as the failure of heating, electricity, water supply and others please contact **DELTA, Telephone: (069) 79833481 (Day and Night).**

HELP AND INFORMATION

Isabelle Grycz de Porras

International Office

Telephone: (069) 798-17193

**Büro: Campus Westend, PEG Gebäude,
2. Floor, room 2 G.183**

E-mail: Porras@em.uni-frankfurt.de

HOUSING ADMINISTRATION

Maria Matias and Hannelore Ackermann

Tel: 069/255 136 88

(only between 1.00 - 3:00 p.m.)

We appreciate your co-operation and assistance to keep the apartments in good order for future visitors.

Should you have any questions or requests, please do not hesitate to contact us. Oktober 2013