

# GALAXY APARTMENTS

## General Terms and Conditions

1. **Contracting Party:** Galaxy Apartments GmbH is only the contractual partner. The apartments are sublet from a third party.
2. **Tenant:** The tenant agrees to the terms of the booking platform, if applicable. If in case of a direct booking, the tenant agrees to provide a valid ID.
3. **Business hours:** Working hours are Monday to Friday from 10:00 am - 22:00 pm. Tenants may reach Galaxy Apartments by phone or email during this time.
4. **Handover of keys:** The apartment will be handed over in a clean and rentable condition. The Tenant will be able to access the apartment from 15:00 on the check in day. Tenants are able to check in daily from 15:00 to 22:00 with prior notice. The tenant receives the number of keys as are tenants staying at the property, with a maximum of three keys. In case the tenant misplaces or loses a key, Galaxy Apartments will replace the key and/or the entire lock at the tenant's expense.
5. **Use of the property:** The apartment rented to the Tenant can be used for living purposes only, unless agreed upon in advance. The inhabitants of the apartment may only be the listed customers on the rental contract. In the case of additional guests, the tenant must inform Galaxy Apartments to add additional guests. In the case of misinformation, Galaxy Apartments hold the right to expel the tenant without notice. In addition, the tenant must use only blue bags to dispose of garbage. In case of violation, the tenant may be charged up to 50 CHF per incident.
6. **Maintenance:** The tenant may not make major changes to the apartment, Keller, or any public area of the building. For urgent matters, the tenant must contact Galaxy Apartments for repairs. In case of major reparations, the tenant must allow all work as scheduled by Galaxy Apartments.
7. **Rent:** Payment of the rent must be made before the beginning of each month. Payments may be made by credit card payment or bank transfer only. All transaction costs shall be borne by the tenant.
8. **Security deposits:** Once the contract is signed, a rental deposit amount must be collected before the tenant completes the check in. The amount is based on the apartment type. The deposit will be returned to the tenant at the time of check out, if and only when there are no damages, minor or major, to the apartment or any of the items that are provided. Galaxy Apartments reserves the right to withhold the full deposit in case if the apartment is returned damaged.
9. **Subtenancy:** The tenant is not permitted to sublet the apartment to anyone for any amount of time.
10. **Use:** The apartment is for residential purposes only and may not be used for commercial activities.
11. **Right of access:** Galaxy Apartments reserves the right to enter the apartment with a 24 hour notice. For cleaning purposes, staff of Galaxy Apartments are permitted to enter the apartment for bi-weekly cleaning, even if the tenant is not present during the time. During cleaning, sheets and towels are changed, and minor cleaning is done of the bathroom, kitchen, and floor. Personal items of the customer will not be handled. During the last month of the rental contract, the second cleaning of the apartment will be the last cleaning once the tenant vacates the apartment, and will be considered deep cleaning.
12. **Smoking:** Smoking is strictly prohibited in the rooms as well as in the public areas of the building. Violations may result in charges for repair and cleaning costs.
13. **Pets:** Pets are allowed upon request and are subject to an additional fee.
14. **Bicycles:** Bicycles may be stored in the personal Keller, or the designated area.
15. **TV/Radio fees:** For tenants that register themselves in the living address, a bill will be sent for mandatory TV and Radio services from the state.
16. **Termination of contracts:** The contract is final and will not be prolonged. In case the tenant wants to extend the stay, they must sign a new contract. Without a new contract submission, the tenant automatically agrees to vacate by the last day of the contract.
17. **Return of the apartment:** The tenant must return the keys and any other items belonging to Galaxy Apartments in person during check out. Check out times are until 12:00, daily.
18. **Contract:** The contract contains all agreements made between the Parties. Amendments and subsequent agreements shall only be valid if they have been confirmed in advance in writing by Galaxy Apartments.
19. **Cancelation policy:** All booking made directly from our website is nonrefundable. Reservations made through online travel agents are subject to the online travel agents' terms and conditions.