

## Terms of use and conditions of accommodation at HZB Guest Houses

The Helmholtz-Zentrum Berlin GmbH is operating HZB Guest Houses in Adlershof to accommodate the visiting experimentalists at BESSY II.

Accommodation requests at the HZB Guest Houses have to be communicated to and coordinated with the HZB User Office:

HZB User Office Photons (photons@helmholtz-berlin.de)  
Ms. Drochner and Mr. Gasper (room 14.51-3219) Tel. +49(0)30 8062 12931  
Ms. Kosemund (room 14.51-3220) Tel. +49(0)30 8062 14734

### Reservations

- For the reservation of rooms in the HZB Guest House you will have to specify the number of the beamtime project and the name of the principal proposer of the beamtime project.
  - Experimentalists book their rooms via their accounts with GATE (experiment number and execution period). Other inquirers may contact the user office directly in written form.
- Room reservations are made on "first come - first served" basis.
- The reservation will be validated by a letter of confirmation.
- Changes of reservation and cancellations have to be announced to the HZB User Office as early as possible.
  - Confirmed rooms must be cancelled, at the latest, 5 days before your arrival / departure or the rooms will be invoiced to you or your institution.
  - The HZB User Office must be notified about premature departures as soon as possible, otherwise you will be charged for the originally fixed period.
- Rooms must not be handed on to third persons.
- "Block reservations" or unspecified periods cannot be accepted.
- In case of room reservation for more than one person e.g. for an experimental team, the corresponding person doing the reservation request is in charge of payment of all bookings confirmed.
- Young people under the age of 18 are generally not allowed to spend the night in the guesthouse in the interest of their safety.
- Special wishes for the reservations will not be confirmed, but considered if possible.

**Guest houses are strictly non-smoking areas, as is the interior of all HZB buildings.**

## On arrival

Please collect your keys personally. During regular office hours, the keys of your room will be handed out by members of the HZB User Office: Ms. Drochner and Mr. Gasper at the reception desk 1<sup>st</sup> floor.

At any other time the porter of the BESSY II building will take over this responsibility.

Passing the keys to third persons is forbidden.

The keys have to be handed back, if your stay is interrupted (e.g. for a journey home on weekends) unless something different has been agreed with the HZB User Office.

## On departure

On the day of your departure, the room should be vacated until 10:00 a.m. at the latest, and the key returned to the HZB User Office or to the porter of the BESSY II building, otherwise an additional night will be charged.

Keys must not be left in the guest house.

Loss of key will be charged on your bill with 50.00 EUR for replacement.

You are responsible to tidy-up the kitchen after **every** use. Please make sure to clean the kitchen and dishes and to leave everything in a clean and neat condition for everyone's use. Please also observe the "Kitchen Rules" which are found in the kitchen for more details!

## Payment

For your stay in the HZB Guest Houses the HZB User Office issues an invoice. You can pay in cash at the cashier's desk (User Office Photons, room 14.51-3213) or by bank transfer. **Unfortunately Credit Card payments cannot be accepted.** In case you will receive reimbursement by the HZB (e.g. for travel expenses) your invoice is settled internally.

Please be aware that users with UK or non EU bank accounts are asked to pay their rooms in cash during their stay due to otherwise incurring charges and transfer fees. Please check the opening hours of our cashier's office on your arrival.

You can find more information on our room rates on the following page:

[https://www.helmholtz-berlin.de/user/prepare-your-beamtime/access-and-support/index\\_en.html](https://www.helmholtz-berlin.de/user/prepare-your-beamtime/access-and-support/index_en.html)