

House rules

We kindly ask all guests to refrain from causing any kind of disturbance to other guests and residents.

As standard practice, we expect the noise level in all hotel rooms to be kept to a minimum at all times. Only registered guests are permitted to stay in the rooms. We also ask you to remain quiet in the corridors and stairwells at all times.

Persons who intentionally destroy or damage hotel property or room interiors will pay the full amount of the repair costs.

We kindly ask all group-accompanying supervisors to carefully observe their duty of supervision within our property, as we cannot relieve them of this obligation. In this context, supervising persons shall be held responsible for any damages caused by those under their supervision.

Guests may not bring food or drink into the hotel restaurants or public areas for consumption on the premises.

Moderate public consumption of alcohol is only permitted in the service areas such as bars or restaurants. The storage or use of drugs and the possession of thrusting and stabbing weapons is prohibited throughout the hotel and convention center.

Smoking, candles and naked flames are prohibited on the premises. Smoking (incl. vape / e-cigarette) is only permitted in the Estrel "Smokers Lounge & Bar" and in the hotel's designated outdoor areas.

Anyone triggering a fire alarm through smoking or other reckless activity with fire or smoke or activating the manual alarm in a non-emergency situation will pay all consequential costs of the fire brigade intervention.

For your own interest, security instructions must be obeyed at all times.

Compliance with house rules is ensured by:

- Management
- Manager of Duty
- Security
- Hotel personnel

The above-mentioned persons reserve the right to inspect any hotel room without further notice of the guest to ensure guest compliance with house rules.

Advertising in the hotel and convention center (including in the parking garage), is only permitted with the prior written consent of management. The same applies for the provision of goods and services.

The traffic rules and signs of the German Highway Code (StVO) are applicable in our parking garage.

Users of our parking garage do so at their own risk. By providing a parking space at one of our parking garage, we do not enter into a contract of safe custody. The parking fee is charged for the use of the parking garage provided. A duty to exercise custodial care is not included. We shall not be held liable for any loss or damage incurred to vehicles parked on our parking garage, nor for their contents. Only vehicles licensed for public road traffic may be parked. We kindly ask you for not leaving children and animals in the vehicle unattended.

Only park your vehicle within the designated parking areas. Should you park your vehicle outside of the designated areas, thereby obstructing other traffic, we shall have your vehicle towed away at your own risk and expense.

The Estrel Berlin also reserves the right to banish anyone from the hotel's premises who violates the house rules and/or anyone who cannot be confirmed as either a hotel guest or an event attendee.