

Schloss Heroldeck - House Rules

We extend a warm welcome to all our visitors at Schloss Heroldeck, where you'll meet fellow followers of Jesus from across the globe. To foster an atmosphere of respect and unity, we've established these house rules, which we kindly request everyone to abide by during their time on our castle grounds.

- 1. Language:**
Schloss Heroldeck is an international Christian Conference Center, and our primary language is English.
- 2. Love and Respect:**
We encourage all visitors to treat one another and our property with love, respect, and kindness.
- 3. Follow Staff Guidance:**
Please heed the guidance and instructions provided by our dedicated Schloss Heroldeck staff.
- 4. Quiet Hours:**
To ensure peaceful nights for all, we observe quiet hours from 22:00 to 8:00.
- 5. Pet-Free Environment:**
To create the best possible environment for everyone, we regretfully cannot accommodate pets.
- 6. A Sober Atmosphere:**
Alcohol and drug consumption or possession are not permitted on the castle premises.
- 7. Smoke-Free Zone:**
Smoking, including the use of e-cigarettes and hookahs, is prohibited within the castle. We provide a designated smoking area located downstairs near the dock.
- 8. No Weapons:**
For everyone's safety, weapons of any kind, including guns, knives, and tasers, are strictly prohibited on our premises.
- 9. Fire Safety:**
Open flames or candles are only allowed with prior permission from Schloss Heroldeck's leadership.
- 10. Waterfront Caution:**
Our dock does not have a lifeguard. Use of the dock is at your own risk.
- 11. Dining Area:**
Please enjoy meals and food preparation exclusively in our Dining Hall.

12. **Kitchen Area:**
Please refrain from entering the commercial castle kitchen for safety and operational reasons.
12. **Speed Limit:**
The property speed limit is walking pace (5 km/h) for the safety of all guests.
13. **Prayer Tower Guidance:**
Children must be accompanied by adults when entering the prayer tower.
14. **Respect for Property:**
Deliberate damage to Schloss Heroldeck's belongings will incur charges.
15. **Lost and Found:**
 - a. If you find any lost items on the premises, please turn them into the administration office. Likewise, if you have lost something during your stay, contact our staff, and we will do our best to assist you in locating it.
 - b. While we will make every effort to assist you in locating lost items during your stay, please be advised that Schloss Heroldeck does not assume responsibility for any lost or misplaced belongings.
Guests are encouraged to exercise caution and keep their personal items secure at all times.
16. **Room Entry:**
To ensure your privacy, our staff will not enter your room without your permission unless there is an emergency or it is required for maintenance or cleaning.
17. **Feedback:**
We value your feedback and encourage you to share your thoughts and suggestions with us. Feel free to fill out a feedback form or speak with our staff about your experiences.

We believe that following these guidelines will contribute to a harmonious and joyful experience for all. Any behavior not in accordance with these house rules or any illegal activities will regrettably result in immediate dismissal at the guest's own expense.

Thank you for choosing Schloss Heroldeck as your retreat destination.
We wish you a refreshing stay.