



# FAQ'S

## **DOES THE LINDLEY OFFER FLEXIBLE CANCELLATION TERMS?**

A longstay room can be cancelled flexibly up to one month in advance at no charge.

## **ARE THERE ANY RESTRICTIONS IN THE PUBLIC AREAS DUE TO COVID19?**

You can view our Covid19 policies on our website here:

<https://thelindenberg.com/content/corona-measures.pdf>

## **WHAT IS LONGSTAY AT LINDENBERG?**

A LONGSTAY is a stay of one month or more at one of our properties.

## **WHAT IS THE LINDENBERG COLLECTIVE?**

Being a LINDENBERGer means becoming part of our collective of guests. Exclusive access not only to your own four walls, but to the entire LINDENBERG cosmos, consisting of three houses and several satellite projects such as the SEVEN SWANS restaurant in Frankfurt and our own permaculture farm in the Taunus. Along with this comes access to culture & music, culinary arts, design and local heroes that are closely connected to our network.

## **HOW DO I MAKE A LONGSTAY RESERVATION?**

A longstay reservation can be requested directly by phone or email and we will get back to you within the next 24 hours. Please contact us via [lindley@thelindenberg.com](mailto:lindley@thelindenberg.com) or +49 (0) 69 506086050.

## **IS THERE A DEPOSIT REQUIRED?**

No, a deposit is not required.

## **WHAT IS THE MINIMUM RENTAL PERIOD?**

A long-term stay can be booked at the long-term rental conditions starting from a stay of one month. If you are interested in a shorter stay of two to three weeks, please contact us and we will come back to you with an individual offer.

### **WHAT IS THE MAXIMUM RENTAL PERIOD?**

There is no maximum rental period. We have guests who stay for weeks, months or even years at the LINDENE<sup>B</sup>ERG Collective and live with us. Gladly also forever.

### **WHEN DO I PAY FOR MY STAY?**

The monthly rent is paid at check-in. The payment of the rent for the following months is due on the first of each month.

### **HOW CAN I PAY FOR MY STAY?**

The stay can be paid at check-in by credit card, Maestro. Payment on account via prepayment is also possible, as well as standing order or bank transfer.

### **CAN I BRING MY PET?**

You are welcome to request to bring a dog. There is an additional cleaning fee of 20,- Euro per week for the accommodation in the room.

### **WHAT IS INCLUDED IN THE PRICE?**

The long-term rent includes the following inclusive services: weekly cleaning of the room, WIFI, use of the common areas, use of the common kitchen including basic food, water flat in the kitchens, use of the gym, use of the bikes, use of the laundry room including detergent, use of the co-working space, free entrance to concerts at PANOPTIKUM and recording studio LOTTE RECORDS, one fitness class at Studio Blitz per month included, one Wednesday cooking per month included, 17% discount at all LINDENBERG houses for overnight stays of friends & family, 10% discount at restaurant LEUCHTENDROTER, MARMION BAR & LIBERTINEs WOHNZIMMERCAFE.

### **CAN I RENT A PARKING SPACE?**

At the LINDLEY we offer parking spaces for permanent rental in our underground garage. This costs 120,- Euro per month.

### **HOW DO I EXTEND MY STAY?**

A stay can be extended at any time, subject to availability. For this purpose you can contact our hosts on site or send an e-mail to [lindley@thelindenberg.com](mailto:lindley@thelindenberg.com). A written extension of the stay is required.

### **FROM WHEN/UNTIL WHEN CAN I CHECK IN?**

The LINDLEY LINDENBERG is staffed 24/7.

### **CAN I STORE MY BELONGINGS OUTSIDE THE ROOM?**

Generally, we do not have storage facilities in the house. Nevertheless, feel free to contact us and we will try to make a storage room possible, depending on your request and availability.

### **DO I HAVE TO CLEAN THE KITCHENS AFTER USE?**

All our LINDENBERGers are required to leave the common areas as they found them. Our housekeeping team cleans the public areas several times a day.

### **DO I GET MY OWN REFRIGERATOR IN THE COMMON KITCHENS?**

For our long-term guests, we have small, separate refrigerators in the kitchens that can also be locked. If all the refrigerators are taken, there is a possibility to store food in the communal refrigerators.

### **CAN I HAVE VISITORS IN THE HOUSE?**

Of course, every resident is allowed to have visitors in the house. The numerous common rooms, as well as the restaurant & bar invite you to stay. The LINDENBERG Collective is happy to welcome new guests.

### **CAN I ALSO USE THE MEETING ROOMS FOR BUSINESS MEETINGS?**

We are happy to make the common areas available to our long-term guests upon short-term request and subject to availability.

### **CAN I WASH AND DRY MY LAUNDRY IN THE HOUSE AND IS THIS FREE OF CHARGE?**

There is a large laundry room with washing machines and dryers in the basement. These can be used free of charge. Detergent is also available free of charge and is regularly replenished by our housekeeping team.

