

# THE STUDENT HOTEL

## HOUSE RULES

### ENJOY THE MOMENT, LIVE NOW, BE HAPPY AND SMILE

Welcome to The Student Hotel! We hope you enjoy your stay with us and also here in this beautiful city. We aim to provide a first class service to all guests at The Student Hotel so you can relax and simply enjoy your stay. If you have any questions please do not hesitate to contact any of our staff – we are always pleased to help.

If you have a problem with or a question about any of the facilities of The Student Hotel please inform us as soon as possible so we can resolve the issue as fast as possible.

We are all here to work hard and also to have a good time. Our policy is simple; respect the building and everyone in it. We are not here to control you and spoil the fun but we do expect that you respect our building, the staff and other guests. In order to avoid any misunderstanding on what “respect” implies, please find below our House Rules. For people who continue to disrespect our building and other guests, we will take the measures pointed out below.

## RECEPTION AVAILABILITY

The Hotel Reception is available 24/7. We will help you to answer all your questions but please take into account that other matters might have priority.

## PARTIES AND NOISE

We understand that everyone likes to party. But in order to minimize complaints from other guests and neighbors we ask you to respect the following:

- There should be no noise (parties, music) in the common areas, the garden and/or right outside the hotel after 22.00hrs, both on weekdays and during the weekend.

Guests are required to clean up any garbage which they or their accompanying guests leave behind. If this is not cleaned, The Student Hotel will charge the cleaning costs to anyone identified as participant in a party. Please be reminded that security cameras monitor activities throughout the building and outside areas. If we receive too many complaints from guests or neighbors, the following “3 strike-procedure” will apply.

1<sup>st</sup> Complaint – We will issue the offending guest(s) with their 1st Strike

2<sup>nd</sup> Complaint – We will issue the offending guest (s) with their 2nd and final Strike

3<sup>rd</sup> Complaint – We will terminate the hotel contract of offending guest(s) with The Student Hotel

## EMERGENCY AND EXITS

It is not allowed to store any personal items or belongings near or in the stairways or corridors of The Student Hotel. Emergency routes, corridors and exits must remain clear at all times.

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Anyone that blocks the stairways, emergency routes, corridors and/or exit points will immediately receive an official warning and will also receive a financial charge of €150,-.

## SMOKING

Smoking in The Student Hotel is prohibited. If any member of The Student Hotel team caught you smoking in the building or finds evidence of smoking including the use of "e-cigarettes", there will be an immediate charge of €150,-. Smoking is only prohibited within 5 meters of the main entrance door(s) of The Student Hotel.

If people continue to smoke in non-designated areas or manipulate or obstruct the placed smoke detectors in any way, their stay at The Student Hotel will be terminated immediately.

## FIRE ALARM

The Student Hotel takes no responsibility for the costs of fire alarms set off by illegal burning of candles, illegal smoking or the manipulation of smoke detectors by any person. Manipulating or obstructing a smoke detector will lead to a € 150,- fine and immediate termination of the hotel stay. In such case, the payment obligation in relation to the duration of the reservation will continue unabridged.

## ILLEGAL SUBSTANCES, DRUGS & WEAPONS

Bringing illegal substances, drugs and weapons into the hotel is strictly forbidden and will lead to immediate eviction. In such case, the payment obligation in relation to the duration of the reservation will continue unabridged. The Student Hotel will notify the proper authorities.

## RESPECT TO OTHER GUESTS AND STAFF

Please ensure that you respect all members of staff and your fellow guests. The Student Hotel is a safe and friendly environment where everybody should be treated with the same level of respect. The Student Hotel has a zero tolerance approach to bullying, intimidation or violence to any of its staff or guests.

## KEYS

Please notify the reception immediately if you've lost your electronic key. The Student Hotel can program a new key for you.

## GYM

The gym is available for all guests of The Student Hotel. The gym is open 7 days a week. Opening hours can be found on your key holder. Use of the gym is at the risk of the guest. The Student Hotel does not accept responsibility for any injuries that occur while using the gym equipment.

When using the gym equipment and materials ensure that everything is returned in the correct place and that nothing is taken out of the gym area. Do not misuse any of the equipment. Use of a towel in the gym is mandatory. Please try to keep the gym clean. If everyone does this the gym will be a pleasant place for all guests to work out.

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## LOBBY

The lobby is open 24/7. The lobby is available for all guests of The Student Hotel and their accompanying guests. When you invite guests please also take responsibility for the actions and behavior of your guests.

The lobby should be a space for all our guests to enjoy. Please keep it clean and use furniture and equipment with respect.

## POOL

The pool is open from 7 days a week from 09:00 to 22:00. The pool is available for all guests of The Student Hotel. The pool rules are available inside the pool area. This area is monitored by CCTV.

## TERRACE

The terrace is open 24/7. The terrace is available for all guests of The Student Hotel and their accompanying guests. When you invite guests please also take responsibility for the actions and behavior of your guests. This area is monitored by CCTV.

## GAME AREA

The game area is available for all guests of The Student Hotel. The game area is open 24/7. When using all games equipment, ensure that all equipment is returned in the correct place and nothing is taken out of the area. We expect you to respect our game areas and common spaces. Keep these spaces clean and inform us of any damages.

## ROOM

It is forbidden to apply nails, screws, etc. in walls, floors and ceilings of your room. It's also not allowed to (re)move the fixed furniture in the room. The following items are prohibited within The Student Hotel: candles, incense sticks, additional furnishings, deep fat fryers and woks, oil burners, or any other equipment that is likely to offset the fire alarm.

In the building permit of The Student Hotel it is stated the municipality does not allow displaying flags, posters or any other decoration in the windows. Any decorations in the windows have to be removed immediately.

## MAIL AND PACKAGES

Mail and/or packages will be delivered at reception. In case mail and/or packages have been delivered for you, you will receive an email requesting to pick up your mail and/or packages at reception. Please always indicate your room number in your address when you register somewhere or when you order something. Mail and/or packages that have no room number in the address will be delayed in delivery or may end up in the box for unsorted mail.

The Student Hotel does not accept responsibility for mail and/or packages that are damaged or that got lost.

The Student Hotel will keep all mail for guests that have left for 3 weeks after receipt of the mail. After 3 weeks the mail will be returned to the sender.

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## PETS

Pets are not allowed in The Student Hotel.

## RESPONSIBILITY

The Student Hotel is not responsible for damage to or theft of personal property. This includes any property in the kitchens, stored luggage and delivered mail and/or packages.

The Student Hotel does not accept any form of vandalism or theft of its property. Anybody who is vandalizing the property of The Student Hotel will be charged with an initial fine of € 100,- and labor and replacement costs. If the vandalism results in loss of turnover for The Student Hotel the perpetrator will also be charged for this loss of turnover.

Depending on the severity of the vandalism, it will be left to the discretion of the Hotel Manager on how to proceed. Any accidental damage caused may be handled without any charge if guests are upfront and honest about what happened.

## CCTV

For your safety and the safety of the other guests of The Student Hotel CCTV footage in the common areas are recorded and filed. In case of serious incidents on our property The Student Hotel will provide the CCTV images to the proper authorities.

## TECHNICAL ISSUES

Please always report technical issues at the reception. We will process technical malfunctions as soon as possible during office hours on weekdays. Urgent issues will be dealt with as a priority and will be handled urgently. Our technical staff is able to enter your room. You do not have to be present for repairs to be carried out.

## INTERNET USE

The Student Hotel offers its guests free Wi-Fi. We strictly prohibit our guests from using the Wi-Fi network for illegal activities and the use and installation of private networks and/or private routers. The quality of our Wi-Fi network can be negatively influenced by these private networks and routers and we want all our guests to benefit from our Wi-Fi network. Any use of the Wi-Fi network for illegal activities and use of private networks and/or routers can lead to fines and cancellation of the contract.

## PRE-AUTHORIZATION, DEPOSIT AND ROOM INVENTORY CHECK

- In case payment is done in cash, The Student Hotel will perform a credit card pre-authorization upon arrival by capturing a pre-authorized payment equivalent to the amount of the first night rate. The funds equivalent to the first night rate will temporarily be hold and will not be debited from the cardholder.
- The pre-authorization is required as a security for unpaid invoices and/or as compensation for damages caused by the guest and/or for any outstanding fines. The pre-authorization will be automatically cancelled after 30 days. Guest can request the pre-authorization to be closed manually. In this case, a room inventory check will be performed by The Student Hotel after check-out.

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- The owner of the credit card needs to be present at check in and in possession of a valid ID.
- In case of a prepaid booking, The Student Hotel may require the guest to pay a deposit as a security for unpaid invoices and/or as compensation for damages caused by the guest and/or for any outstanding fines. The Student Hotel will hold the deposit for the period of stay of the guest.
- The card used to make the booking needs to be presented upon check-in. If not, The Student Hotel may perform a credit card pre-authorization. This process may also apply to any reservation directly prepaid to a third party.
- The Student Hotel will return the deposit to the guest and/or contracting party after check-out of the guest. Any outstanding payments and charges will be deducted from the deposit. The Student Hotel does not accept payment of the deposit in cash.

## **NOTIFICATIONS**

The Student Hotel is authorized to refuse you access to the hotel when violating the House Rules as mentioned above. For more information about The Student Hotel or any of our services, take a look at our website, your personal Portal and/ or our Guest Directory which you have received with our pre arrival email.