

# THE STUDENT HOTEL

Dear Guest,

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 focus on your studies or simply enjoy your stay. If you have any questions please do not hesitate to contact any of our staff – we are pleased to help you.

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 study or 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 AVAILABILTY

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.

## GUEST POLICY

The persons who visit or accompany the Guest / Semester Guests or stay overnight, must consign their identification document to the reception in order to allow The Student Hotel to register them in its file archive. In this case, The Student Hotel is entitled to charge the Guests/ Semester Guests for additional costs related to the use of the services/ facilities reserved to the Guest/Semester Guest by the persons who visit or accompany them.

The Student Hotel is entitled to deny the aforementioned persons access to the accommodation.

## 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:

- Sunday to Thursday – There should be no noise (parties, music) in the common areas, the garden and/or right outside the hotel after 23.00hrs
- Friday & Saturday – There should be no noise (parties, music) in the common areas, the garden and/or right outside the hotel after 01.00hrs

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.

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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

We will have exceptions to these rules only for student parties which are officially approved by the Management of The Student Hotel.

## **EMERGENCY EXITS**

It is not allowed to store any personal items or belongings near or in the stairways or corridors of The Student Hotels. Emergency routes, corridors and exits must remain clear at all times. Use of emergency exit doors is strictly prohibited in non-emergency situations.

Anyone that blocks the stairways, emergency routes, corridors and/ or exit points or uses an emergency exit door in a non-emergency situation 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**

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Please notify the reception immediately if you've lost your electronic key. The Student Hotel can program a new key for you. The costs for programming a new key are € 10,-.

## **BIKES**

We provide one (1) bike for each guest with a Semester or a short stay package free of charge. Every guest will be asked to sign for the rental of their bike and agree to the attached terms and conditions. A bike will not be given unless a bike form is signed by both the guest and The Student Hotel. Guests with other bookings can rent a bike on request.

After signature of the bike rental agreement and receipt of the bike and the keys the guest will be considered to be the user of the bike until the bike and the key have been returned to The Student Hotel.

The user should check the bike on damage within 2 days after receipt of the bike key.

Any damage(s) should be reported via the bike check form that will be issued with the bike key. Other guests than with a Semester or short stay package who rent a bike should report damage(s) at the reception on the same day when the bike key has been issued. Any defects that are not reported to The Student Hotel will be the responsibility of the user.

The Student Hotel provides guests with a high quality bike to use for the length of their stay. It is not the intention that guests bring their own bike. Private bikes may not be parked inside The Student Hotel bike parking and may not be parked directly outside The Student Hotel location or on the outside parking place unless designated parking is available.

All bikes parked within the area of The Student Hotel must be parked inside in their allocated parking space. Any bike (The Student Hotel bike or private bike) parked or left outside in the common garden area or outside of entrances or the streets surrounding The Student Hotel location will incur a fine of €25,-.

If a bike is parked approximately 100 meters from The Student Hotel for over 15 minutes the user will get a fine of €25,-

For bikes parked around The Student Hotel but not in the designated areas the user will get a fine of € 25,-.

If a user is fined for this more than 3 times, the rental bike will be terminated and the bike will be locked.

The user of the bike is fully responsible for the bike. Any repairs, maintenance, theft or any loss of value, will be the responsibility of the user. In case of damage or a repair issue, the user should go to the preferred bike repair partner of The Student Hotel. Details of these partners can be found at the reception. The preferred bike repair partners will offer discounts to the guests of The Student Hotel.

## **BIKE INSURANCE**

The Student Hotel provides bike insurance to their guests for the whole period of their stay. The price of the insurance and how to order the insurance can be found on the website of The Student Hotel.

Bike insurance covers only the theft of the bike. Bike insurance does not cover damages, repairs, maintenance or any other costs of loss of value;

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Insurance for theft is not covered if the user ever has been fined for parking the bike not in accordance with these House Rules or in case The Student Hotel can prove that the bike has ever been parked not in accordance with these House Rules;

Insurance for theft will only be covered if the student can show it still possesses the key to the lock and an official police report. After each theft, the insurance policy must be renewed and the premium of the insurance has to be paid again.

## **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 at the entrance of the gym. 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. Please note that the gym is monitored by CCTV.

## **LOBBY**

The lobby is open 7 days a week from 08.00hrs – 00.00hrs (- 01.00hrs on Saturday). 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.

## **GAMES AREA**

The game area is available for all guests of The Student Hotel. The game area is open Sunday to Thursday from 9:00 to 23:00 and Friday to Saturday from 09:00 to 24:00. 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 games areas and common spaces. Keep these spaces clean and inform us of any damages. This area is monitored by CCTV.

## **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.

Room cleaning and linen is included in the price for Semester Packages as per September 2017. The rooms from guests with a semester package will be cleaned and linen will be changed on a regular basis.

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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 has to be removed immediately.

## **MAIL AND PACKAGES**

Mail and packages that are delivered at the reception will be sorted and distributed during the night after delivery. Please always indicate your room number in your address when you register somewhere or when you order something. Mail 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 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.

## **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 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 at the reception. We will process technical malfunctions as soon as possible during office hours on week-days. 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 or private routers. The quality of our Wi-Fi network can be

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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 or routers can lead to fines and cancellation of the contract as stated in the Terms and Conditions.

## **DEPOSIT AND ROOM INVENTORY CHECK**

- The Student Hotel may require the Guest to pay a deposit as a security for unpaid invoices or as compensation for damages caused by the Guest and/or any outstanding fines. The Student Hotel will hold the deposit for the period of stay of the Guest. The Guest and/or the Contracting Party cannot claim any interest on the held deposit.
- Within 48 hours after arrival the Guest is obliged to perform a room inventory and bike check. Any missing or damaged items must be indicated by the Guest to The Student Hotel.
- 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. Please note that the balance of the possible e-wallet will not be refunded.
- The deposit will be paid to the account from which it was transferred to The Student Hotel. If this account is no longer active the Guest must request transfer to another account in writing prior to its check-out. Failing to inform The Student Hotel before check-out will delay the deposit return.
- If The Student Hotel has made the deposit payment and the money transfer was refused because the account or credit card it was paid to is closed, expired or blocked the deposit transfer will be delayed. Furthermore The Student Hotel will deduct an administrative charge of € 25,- from the deposit for making a new transfer.
- In case the bank account or credit card to which the deposit payment was made is no longer assigned to The Guest or The Contracting Party and has already been issued to another person or entity and The Student Hotel has not been informed about this beforehand, The Student Hotel can only payout the deposit after the initial transfer has been returned by the new account or credit card holder.

## **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.