

# 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 and Semester 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 and Semester Guests. In order to avoid any misunderstanding on what “respect” implies, please find below our House Rules. For persons who continue to disrespect our building and other Guests and Semester Guests, we will take the measures pointed out below.

For words that start with a capital we refer to the Definitions contained in the terms and conditions to which these House Rules are attached.

## 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.

## 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/ Semester 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 in the proximity the hotel after 23.00hrs.
- Friday & Saturday – There should be no noise (parties, music) in the common areas, the garden and/or in the proximity of the hotel after 01.00hrs

# **THE STUDENT HOTEL**

Guests/ Semester Guests are required to clean up any garbage that they leave behind. If this is not cleaned or items have not been removed, The Student Hotel will charge the cleaning/removal costs to the Guest/ Semester Guest identified as a participant in a party.

Exceptions to these rules shall apply only for parties of Semester Guests which have been officially approved in writing by the management of The Student Hotel.

## **EMERGENCY EXITS**

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

## **SMOKING**

Smoking and the use of 'E-cigarettes' in The Student Hotel and within 5 meters outside of the main entrance door(s) of The Student Hotel is prohibited. Smoking is only allowed in designated areas of the courtyard.

After an unheeded warning (if required at all), The Student Hotel is entitled to terminate immediately the Hotel Agreement of a Guest/ Semester Guest who continues to smoke excessively in non-designated areas.

## **SMOKE DETECTORS**

Guests/ Semester Guests are not allowed to manipulate or obstruct smoke detectors. After an unheeded warning (if required at all), The Student Hotel will be entitled to terminate the Hotel Agreement with the Guest/Semester Guest. The Student Hotel can in addition request a compensation for damages, expenses and costs related to fire alarms set off by the manipulation or obstruction of smoke detectors or smoking in violation of the paragraph above.

## **ILLEGAL SUBSTANCES, DRUGS & WEAPONS**

Bringing narcotics within the meaning of § 1 of the German Narcotics Act as well as and weapons into the hotel is strictly forbidden. After an unheeded warning (if required at all), The Student Hotel shall be entitled to terminate the Hotel Agreement with Guests/ Semester Guests that continue bringing illegal substances, drugs and weapons into the hotel. The Student Hotel can, in addition, request the Guest/ Semester Guest to compensate for any damages suffered. The Student Hotel will notify the proper authorities.

## **ALCOHOL**

No person under 16 years may consume beer, wine, wine-like beverages and sparkling wine as well as mixed drinks on this basis in or around The Student Hotel. Possession of beer, wine, wine-like and sparkling wine products as well as mixed drinks on this basis is not permitted in The Student Hotel by individuals under 16 years of age, or in the rooms of Guests / Semester Guests under 16 years of age. The same shall apply for persons under 18 years of age in relation to alcoholic beverages other than beer, wine, wine-like and sparkling wine products as well as mixed drinks on this basis. All Guests/ Semester Guests are not permitted to have open containers of alcohol in any common area of The Student Hotel.

# **THE STUDENT HOTEL**

## **RESPECT TO OTHER GUESTS/ SEMESTER GUESTS AND STAFF**

Please respect all members of staff, the fellow guests and any other person who finds him/herself in The Student Hotel. The Student Hotel is a safe and friendly environment where everybody must be treated with the same level of respect. The Student Hotel has a zero-tolerance approach to bullying, intimidation and/or psychological/ physical violence caused (also through the internet) to any of its staff and to any person who finds him/herself in The Student Hotel. In the event that one of these cases occurs, The Student Hotel shall be entitled to terminate the Hotel Agreement after an unheeded warning (if required at all).

## **KEYS**

Guests/ Semester Guests must notify the reception immediately if he/she has lost his/her electronic key. The Student Hotel shall provide the Guest/ Semester Guest with a new key and the related costs shall be borne by the Guest/ Semester Guest.

## **GYM**

The gym is available for all Guests/ Semester 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. When using the gym equipment and materials, please ensure that every item is returned to the correct place and that nothing is taken out of the gym area. Do not misuse any of the equipment. The use of a towel in the gym is mandatory. Please try to keep the gym clean. If everyone respects the provisions set out in this chapter, the gym will be a pleasant place for all Guests/ Semester Guests to work out.

## **HOTTUB**

- The hottub is exclusively for Guests/Semester Guests.
- The hottub is open 7 days a week from 8:30 am to 9:00 pm (winter) and from 7:00 am to 10:00 pm (summer)
- Children below 14 years must be accompanied by an adult in swimwear.
- Diving and running is not permitted.
- Persons under the influence of alcohol are not allowed to use the hottub.
- For hygiene reasons, all persons are requested to take a shower before using the hottub.
- Food and Beverages from outside The Student Hotel are not allowed in the hottub.
- Use of the hottub is at the own risk of Guests/Semester Guests.

## **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/ Semester Guests of The Student Hotel and their accompanying guests. When you invite guests please also monitor their actions and behavior.

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

# **THE STUDENT HOTEL**

Please note that the lobby is monitored by CCTV.

## **GAMES AREA**

The games area is available for all Guests/ Semester Guests of The Student Hotel. The games 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 such equipment is returned to their correct place and that nothing is taken from 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 is 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, woks, oil burners, or any other equipment that is likely to offset the fire alarm. In addition, throwing items outside through the windows or from the balcony or terrace is strictly forbidden.

In order to grant the decorum of the building, Guests/ Semester Guests are not allowed to display flags, posters or any other decoration on the windows. Any decorations on the windows shall be removed immediately.

## **MAIL AND PACKAGES**

Mail and packages that are delivered at the reception shall 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 with no room number indicated on the label may be delay delivery or may end up in the box for unsorted mail.

The Student Hotel does not accept any responsibility for mail or packages that have been damaged or have become lost before delivery to The Student Hotel.

The Student Hotel shall keep all mail/packages for Guests/ Semester Guests that have left, during a period of three weeks after receipt thereof. After the expiration of three weeks the mail/packages shall be returned to the sender in the event that they have not been collected by the Guest/ Semester Guest. In this case, the Guest/ Semester Guest shall be charged with the shipping costs.

## **PETS**

Pets are not allowed in The Student Hotel (except for dogs for visually impaired Guests/ Semester Guests.)

## **RESPONSIBILITY FOR VANDALISM OF THE STUDENTS HOTEL PROPERTY**

The Student Hotel is not liable for damage to or theft of personal property. This does not apply to liability for breach of a material contractual obligation for grossly negligent breach of duty by The Student Hotel or to intentional or grossly negligent breach of duty by a legal representative of The Student Hotel or a person used to perform an obligation of The

# **THE STUDENT HOTEL**

Student Hotel. This includes any property in the kitchens, stored luggage and delivered packages. A material obligation is an obligation that needs to be carried out in order to enable performance of the contract and that the contractual partner expects to be carried out.

The Student Hotel does not accept any form of vandalism or theft of its property. If the vandalism results in loss of turnover, The Student Hotel is entitled to claim damages from the perpetrator. Depending on the amount of damages by act of vandalism, the Hotel Manager will take proper actions. The Student Hotel may refrain from making damage claims in case of any accidental (negligent) damage if Guests/ Semester Guests are upfront and honest about what happened.

## **TECHNICAL ISSUES**

Please always report technical issues at the reception. The Student Hotel shall process technical malfunctions as soon as possible during office hours on week-days.

## **INTERNET USE**

The Student Hotel offers its Guests/ Semester Guests free Wi-Fi. It is strictly prohibited for our Guests/ Semester Guests to use 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 negatively influenced by these private networks and routers and we want all our Guests/ Semester Guests to benefit from our Wi-Fi network.

## **NOTIFICATIONS**

The Student Hotel may be entitled to terminate the Hotel Agreement with Guests/ Semester Guests if they have severely and, in general, repeatedly failed to act in compliance with 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.