



# HOUSE RULES

Dear Guest,

Welcome to The Social Hub! 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 Social Hub so you can relax and focus on your studies or simply enjoy your stay.

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. To avoid any misunderstanding on what “respect” implies, please find below our house rules.

***Our policy is simple: respect the building and everyone in it.***

For people who disrespect our building and other guests, we will take the measures pointed out below. Part I applies to all guests that stay with us overnight and Part II only to our Student guests.

## **PART I - ALL GUESTS**

### **WELCOME DESK AVAILABILITY**

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

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

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

### **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:

- Every day: No noise after 23.00
- We will have exceptions to these rules only for student parties which are officially approved by hotel management of The Social Hub. All exceptions or special request for student parties need to be requested at least 10 days before the event date. Please send your request to:  
[Florence.belfiore@thesocialhub.co](mailto:Florence.belfiore@thesocialhub.co)



- In order to guarantee the best physical, mental and quiet space for all the Community member the responsible parties of complaints for noise could be fined (from €50 to €100).

## **EARLY CHECK-OUT AND CANCELLATION**

The check-in and check-out date are set at the moment of booking. The rent is due from and until that date also in the case of later arrival or early departure. For our cancellation policy we refer to the terms and conditions that apply to your booking. These can be found on [www.thesocialhub.co/terms-and-conditions](http://www.thesocialhub.co/terms-and-conditions)

## **EMERGENCY EXITS**

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

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.

## **CCTV**

The Social Hub has the right to watch and examine CCTV installed in the public spaces to guarantee the best physical and mental inspiring place to all the Community, but also to detect and act upon any misbehaviour.

## **SMOKING**

Smoking in The Social Hub is prohibited. If any member of The Social Hub catches you smoking in the buildings or finds evidence of smoking, including the use of "e-cigarettes", there will be an immediate charge of €150. Smoking is only allowed in designated areas and is prohibited within 5 metres of the main entrance door(s) of The Social Hub. If people continue to smoke in non-designated areas or manipulate or obstruct the placed smoke detectors in any way, their contract with The Social Hub will be terminated and they are obliged to leave The Social Hub within 1 week. In such case, the payment obligation for the agreed term of your stay will continue unabridged.

## **FIRE ALARM**

The Social Hub 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 contract. In such case, the payment obligation for the agreed term of your stay will continue unabridged.

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

Bringing illegal substances, drugs and weapons into the hotel is strictly forbidden and will lead to immediate termination of your stay. In such case, the payment obligation for the agreed term of your stay will continue unabridged. The Social Hub will notify the proper authorities.

### **ALCOHOL**

The Social Hub is very sensitive about a correct and responsible use alcoholic drinks. The Social Hub is a safe and friendly environment where everybody should be treated with the same level of respect and for this reason it has also zero tolerance to any inadequate or aggressive behaviour as consequence of an irresponsible alcohol consumption. All improper behaviors will be fined.

### **BIKE INSURANCE**

The Social Hub provides bike to their guests for the whole period of their stay. Insurance is not included. The insurance fee is only €35, covering from 1 to 5 months, and €70 covering from 6 to 12 months. Getting the bike stolen can happen to the best of us and if you are insured, you only pay €90 (own risk), which is lot less, compared to the full €350 you'll have to pay in case you don't have insurance. Guest whose TSH bike is stolen or missing will need to provide TSH a police theft report and pay the corresponding fee. 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.

### **GYM**

The gym is available only for guests of The Social Hub, not for visitors. The entrance in the fitness area is not allowed for people not sleeping in the hotel. The gym is open 24/7 days a week. Use of the gym is at the risk of the guest:

- The Social Hub does not accept responsibility for any injuries that occur while using the gym equipment. For this reason, guests need to sign the indemnity for the use of the gym at check-in time
- Use of a towel is mandatory
- 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 and all improper behaviors



need to be fined

## **POOL**

The pool is available for all guests of The Social Hub and only during the seasonal opening that will be decided and communicated by hotel management. The pool is open 7 days a week from 9am to 6pm. The entrance at the pool, during the daily opening time is allowed only for The Social Hub guests. For security reasons, it's strictly forbidden to access the pool during the daily opening time for external guests and overnight visitors. Pool rules are available at the entrance of the pool. Any improper behaviour will be fined.

## **PLAY SPACE**

The play space is available for all guests of The Social Hub. 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 play spaces and community spaces. Keep these spaces clean and inform us of any damages. This area is monitored by CCTV and all improper behaviors need to be fined. In general, all community spaces should be areas for all our guest to enjoy. Please keep it clean and use furniture with respect following the proper instructions.

## **LAUNDRY ROOM**

The laundry room is opened 24/7. Please note that detergent and softener are already inside, so do not use any pods. Irons can be used only inside the laundry room and cannot be taken to the room. Please respect the community and respect the machine timings.

Once your laundry is complete please remove your personal belonging and allow other community members to use it. Do not leave your belongings unattended. After 24h they will be collected and donated.

## **YOUR 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 Social Hub: candles, incense sticks, additional furnishings, deep fat fryers and woks, oil burners or any other equipment that is likely to offset the fire alarm. It's strictly forbidden also cook in the room using special electric ovens or any other type of tool. Any improper conduct will be fined.

## **MAIL, PACKAGES & FOOD DELIVERY**

All mail and packages will be delivered to the welcome desk during the day. Each day,



we inform guests via e-mail that they can pick up a package. We recommend to specify your name and room number on the delivered package. Food delivery is allowed but only the welcome desk /lobby can be the meeting point. Is not allowed to ask delivery in room, secondary entrance or any other points.

For guests who hold a mailbox key, there will be a fee of €10 charged for a replacement key in case of loss or damage.

## **PETS**

Animals are allowed to stay in all the hotel public spaces. Pets are not allowed to stay inside the hotel rooms except for the guide/assistance dogs permitted upon requested.

## **EMERGENCY 112 & FIRE**

Safety instructions in case of a fire are hanging on the door in the guest's room. In each room a smoke detector is installed. What to do in case of fire is to STAY CALM BUT ACT QUICKLY.

## **PART II - STUDENT GUESTS**

### **CHECK-IN AND KEYS**

The official check-in time is 3 PM on the first day of your booking.

Upon check-in, you will receive a fob that serves as your room key and provides access to all communal spaces.

If you lose any of your keys, replacements can be requested at reception for a fee of €10 each. If one or more keys provided are not returned at check-out, the lost key fee will be charged upon departure.

Within 48 hours after check-in, students are expected to perform a room check. They need to report any missing or damaged items, so these won't be deducted from the deposit.

### **CHECK-OUT**

Before your check out, a room check will be scheduled and performed by our technical department during which your presence is necessary. Be informed that every item left in the room after check- out will be automatically thrown away and an extra charge will be applied for deep cleaning if any trash or personal items left in the room.

### **SHARED KITCHEN**



It is mandatory to clean with disinfectant spray all the provided stations and surfaces after use. We provide a community kitchen to all our community members. It's full of great facilities, equipment and even your own locked fridge! Oh wait, even dishwashers, isn't it great? Now here's what to know:

## **CLEANING**

- Every Student Stay guest has access to a shared kitchen with standard kitchen equipment
- They are responsible to keep the shared kitchens clean
- When you use a cooking station you must clean and take care for all the appliances as well as cutlery, pans & other elements you have used
- That includes dishwashing, removing of the food on the tables and cleaning up after use. The cooking stations need to be cleaned as soon as you finish cooking to allow other community members to use a clean space

The Social Hub will charge an extra cleaning fee (from €50 to €100) to those Student Stay guests that do not respect the cleaning rules and the shared kitchen and pantries well-being.

At check-out time, The Social Hub will charge an extra fee for every missing or damaged item in your shared kitchen. Price lists of the items can be found in your kitchen.

## **HEALTH & SAFETY**

It's strictly forbidden to bring external food or food cooked personally to TSH F&B internal outlets. Personal food can only be consumed in the shared kitchens.

The Social Hub needs to be compliant with the hygiene and health regulation and authorities. For this reason, all type of food left on the tables, on the cooking stations, washing area, or in general out of place suitable for their conservation will be thrown away by our housekeeping team. The responsible party could be fined (from 50€ to 100€) to anyone identified as responsible.

For the same reason, The Social Hub cleaning service will check monthly all fridges in the shared kitchens and all the food expired and not in good condition will be thrown away. No monetary or other compensation will be provided for thrown away expired food.

## **MEALPLANS**

Student Stay guests also have the option to purchase an additional meal plan, which includes a number of meals be consumed at the hotel's restaurant. The meal plan



vouchers can be requested and paid for at reception. If you lose your meal plan voucher, a fee may apply to reissuing it and/or some meals may be forfeited based on a prorated calculation method when replacing it.

## **YOUR CLEANING**

For Student Stay bookings, a complimentary room cleaning is included in the booking (once per month). On the scheduled cleaning day The Social Hub cleaning service will take your dirty towels and linen and provide you the clean ones. The clean linen and towels will just be placed on the bed (cleaning service doesn't make the bed). Student Stay guests are responsible for the linen and towels that The Social Hub provide you. Damages or missing items reported by the cleaning service will be fined. On your scheduled cleaning day make sure that all the surfaces are clean of your stuff as much as possible. The Student Stay guest is responsible for cleaning his/her room and to keep it clean.

A Student Stay guest can book an additional room cleaning service. In case we observe that a guest does not meet the normal hygiene level and does, after two (2) warnings of the staff, not improve this, the room cleaning service can be made compulsory. The cost for the additional room cleaning will be charged to the guest. Student Stay guests need to report only at the welcome desk staff of their The Social Hub hotel any possible issues or questions related to the cleaning. It's not allowed to discuss about cleaning topics with the cleaning service staff.

## **GARBAGE**

Student Stay guests are responsible for throw their own trash from his/her room into the appropriate garbage and recycling containers located outside the hotel. The Social Hub staff members are glad to show you this place in accordance with municipal regulation on rubbish and separate waste collection. Please take into account that the pantries or communal kitchen bins are only for the waste of these spaces. The Social Hub is committed to minimize our footprint, therefore we ask all our guest to recycle and be mindful of their waste sorting by respecting the bins provided. All improper behaviours need to be fined (from €50 to €100).

## **WARNINGS**

If we receive too many complaints from guests or neighbours, or if we have reports about improper guest behaviour, 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 Social Hub.

For every strike the emergency contact person or university referee (if applicable) will be



contacted and informed.

## **VISITORS**

Student Stay guests can have a maximum of one visitor at a time in their room and in all public spaces. No visitors are allowed after 12pm. Please pay attention:

- It's not allowed to invite external guests entering from secondary entrances
- All visitors must be registered in our system for the passport/ID check. So, when you invite a guest, it is mandatory that the guest goes to the welcome desk for the passport/ID check
- All Student Stay guests are responsible for the action and behaviour of all their guests and they will respond for possible damage charges requested

Student Stay guests must notify the welcome desk when their visitors are leaving.

### **Overnight Visitors *\*\* ONLY FOR STANDARD QUEEN ROOMS\*\****

You may have overnight guests if your room type allows it. Only Standard Queen room types allow it. If you have booked a Twin room or a single (standard single or economy single), you cannot invite guests to sleep with you in the room. If you have a Standard Queen room, then a maximum of 7 nights per month and one visitor at the time is allowed and your visitor will have to pay the city tax of €4.90 per night.

## **CASH FREE HOTEL**

Please remember that The Social Hub is a cash-free hotel, so every payment needs to be finalized via credit card. Also, for the monthly rental as per Terms & Conditions accepted and agreed it is mandatory to use the payment link shared via email 2 weeks prior to the start of the new month.