



Dear Guest,

Welcome to The Social Hub Vienna! We hope you enjoy your stay with us. We aim to provide a first-class service to all Guests at The Social Hub Vienna 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 Social Hub Vienna, 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, other Guests and Student Stay 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 we will take the measures outlined 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.

WELCOME DESK AVAILABILITY

The hotel welcome desk is available 24/7. We will do our best to help answer all your questions but please appreciate that other may have priority.

GUEST POLICY

The persons who visits or accompanies the Guest or stays overnight, must show their identification document to the reception. In this case, The Social Hub Vienna is entitled to charge the Guest for additional costs related to the use of the services/ facilities reserved to the Guest by the persons who visit or accompany them.

The Social Hub Vienna withholds the right in any event to deny without reason the aforementioned persons access to the accommodation, and or stay overnight.

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 community spaces and in the proximity of the hotel after 23.00hrs.
- Friday & Saturday – There should be no noise (parties, music) in the community spaces and in the proximity of the hotel after 01.00hrs



Guests are required to clean up any garbage that they leave behind. If this is not cleaned or items have not been removed, The Social Hub Vienna will charge the cleaning/removal costs to the Contracting Party who's Guest is identified as being responsible.

Exceptions to these rules shall apply only for parties which have been officially been approved in writing by the management of The Social Hub Vienna.

If we receive too many complaints from guests or neighbors, the following "3 strike" procedure will apply.

1st Complaint – We will issue the offending guest(s) with their 1st strike

2nd Complaint – We will issue the offending guest (s) with their 2nd and final strike

3rd Complaint – We will terminate the hotel contract of offending guest(s) with The Social Hub

EMERGENCY EXITS

The storage of any personal items or belongings near or in the stairways or corridors of The Social Hub Vienna 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' on the Hotel premises is strictly prohibited. If a team member of The Social Hub Vienna catches a Guest or an accompanying guest smoking in the building or finds evidence of smoking, there will be an immediate charge of €150 smoking is only permitted in designated smoking areas or at a distance of at least 5 meters of the Hotel building.

If people continue to smoke in non-designated areas or manipulate or obstruct the smoke detectors in any way, their stay at The Social Hub Vienna will be terminated with immediate effect.

The Social Hub Vienna can in addition request compensation for damages, expenses and costs related to fire alarms set off by the manipulation or obstruction of smoke detectors or smoking in violations.

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 stay. In such case, the payment obligation in relation to the duration of the reservation will continue unabridged.

ILLEGAL SUBSTANCES, DRUGS & WEAPONS

Bringing narcotics within the meaning of 'Narcotic Substances Act' (Suchtmittelgesetz, abbr. SMG) as well as and weapons into the hotel is strictly forbidden. After an unheeded warning (if required at all), The Social Hub Vienna shall be entitled to terminate the Hotel Agreement with Guests/ Student Stay Guests that bring illegal substances, drugs and weapons into the hotel. The Social Hub Vienna can, in addition, request the Guest/ Student Stay Guest to compensate for any damages suffered. The Social Hub Vienna will notify the proper authorities.

ALCOHOL



No person under 16 years may consume alcoholic drinks (e.g. beer, wine, wine-like beverages and sparkling wine) as in or around the Hotel. Possession of alcoholic products is not permitted in the Hotel by individuals under 16 years of age, or in the rooms of Guests under 16 years of age. The same shall apply for persons under 18 years of age in relation to distilled spirits, beverages containing distilled spirits, and any food products containing non-negligible amounts of distilled spirits.

All Guests are not permitted to have open containers of alcohol in any common area of The Social Hub Vienna .

RESPECT TO OTHER GUESTS AND STAFF

Please respect all members of staff, the fellow Guests and any other person who finds him/herself in the Hotel. The Social Hub Vienna is a safe and friendly environment where everybody must be treated with the same level of respect. TSH Vienna 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 Hotel. In the event that one of these cases occurs, The Social Hub Vienna shall be entitled to terminate the Hotel Agreement.

KEYS

Guests must notify the welcome desk immediately if he/she has lost his/her electronic key. The Social Hub Vienna shall provide the Guest with a new key and the related costs shall be borne by the Guest.

BIKES

The Social Hub provides a bike sharing system to their guests for the whole period of their stay. Bikes can be picked up signing at the welcome desk (Hotel Stay and Extended Stay guests) or with the TSH bike app (Student Stay guests).

Bike insurance is not included. The insurance covers only the theft of the bike and does not cover damages, repairs, maintenance or any other costs of loss of value. Insurance is valid only when paid and when the guest is returning the bike key and filing a theft report to the police authorities.

The insurance fee is:

- €35,00 covering from 1 to 4 months
- €70,00 covering from 5 to 10 months

Getting the bike stolen can happen to the best of us and:

- if you are insured, you only pay €90 excess (own risk) which is lot less, compared to the full €350 you'll have to pay in case you don't have insurance.
- If you are not insured, you will pay €350

When picking up a bike make sure to let us know if it's anyhow damaged. If any damages are reported, these will be charged to the last person who used the bike without reporting issues.



BIKE INSURANCE

The Social Hub 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 Social Hub.

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;

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 Social Hub 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 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 to work out.

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 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 to enjoy. Please keep it clean and use furniture and equipment with respect. Please note that the lobby is monitored by CCTV.

PLAY SPACES

The play space is available for all Guests of the 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 play spaces and community 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 Social Hub Vienna: 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 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 welcome desk 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 Social Hub Vienna does not accept any responsibility for mail or packages that have been damaged or have become lost before delivery to The Social Hub Vienna .

The Social Hub Vienna shall keep all mail/packages for 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. In this case, the Guest shall be charged with the shipping costs.

PETS

Pets are not allowed in the Hotel (except for dogs for visually impaired Guests.)

RESPONSIBILITY FOR VANDALISM OF THE SOCIAL HUB'S PROPERTY

The Social Hub Vienna 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 Social Hub Vienna or to intentional or grossly negligent breach of duty by a legal representative of The Social Hub Vienna or a person used to perform an obligation of The Social Hub Vienna. 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 Social Hub Vienna does not accept any form of vandalism or theft of its property. If the vandalism results in loss of turnover, The Social Hub Vienna 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 Social Hub Vienna may refrain from making damage claims in case of any accidental (negligent) damage if Guests are upfront and honest about what happened.

CCTV



For your safety and the safety of the other guests of The Social Hub CCTV footage in the community spaces are recorded and filed. In case of serious incidents on our property The Social Hub will provide the CCTV images to the proper authorities.

TECHNICAL ISSUES

Please always report technical issues at the welcome desk. The Social Hub Vienna shall process technical malfunctions as soon as possible during office hours on week-days.

INTERNET USE

The Social Hub Vienna offers its Guests free Wi-Fi. It is strictly prohibited for our Guests to use the Wi-Fi network to browse illegal website/content and in general 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 to benefit from our Wi-Fi network. In no event The Social Hub Vienna shall be liable for any direct, indirect, incidental, special or consequential damages resulting from the use or the inability to use free Wi-Fi.

DEPOSIT AND ROOM INVENTORY CHECK

- The Social Hub 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 Social Hub 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 Social Hub.
- The Social Hub 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 Social Hub. 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 Social Hub before check-out will delay the deposit return.
- If The Social Hub 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 Social Hub 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 Social Hub has not been informed about this beforehand, The Social Hub can only payout the deposit after the initial transfer has been returned by the new account or credit card holder.

NOTIFICATIONS

The Social Hub Vienna may be entitled to terminate the Hotel Agreement with Contracting Parties if they or their registered Guests failed to act in compliance with one or more of the provisions of the House Rules as mentioned above. For more information about The Social Vienna or any of our services, take a look at our website, and/ or our guest directory, which you have received with our pre-arrival email.