

House rules Student Experience March 2023

House rules (Internal rules)

Desde la página 7, puedes encontrar la traducción en español de este documento.

Below you can find some essential information that is important for you to make your stay in the building as pleasant as possible. The latest version of the Internal rules is applicable. We will inform you when there is a new version of the House rules.

1. Key policy (access card)

Spare key

No spare keys will be issued. You are obligated to report any loss, theft or damage to the reception desk immediately. The lost (electronic) key will be blocked as soon as possible, so that no uninvited guests will enter the complex.

Loss of key

If you lose your (electronic) key Student Experience will charge € 25,- for every lost or damaged lost key. So, always make sure that you take your key when you leave your Studio.

Visitors

In view of your own safety and that of your fellow guests we want to prevent unauthorized persons from accessing the building. Every Guest has his/her own electronic key for the Studio and general areas. Notify your visitor(s) in advance of your Studio number. You have to pick up your visitor(s) in the lounge at all times.

Mail

Your mail will be delivered at your own letterbox. Your letterbox needs to be accessible at all times and emptied regularly.

Packages

There is a Parcel box (package box) available in the lounge for the delivery of packages. The reception desk of the hostel does not accept the delivery of packages. The reception desk also doesn't accept bags, flowers, keys etc. This is your own responsibility.

2. Nuisance

Normal care and use of the Studio and facilities will not lead to nuisance. Please mind the other guests and keep it calm in the common areas, stairs, elevators, halls and your Studio. If we get complaints about nuisance, we will take measures. We will give you a warning first. If the nuisance still continues despite the warning, you will get a fine of € 50,- that will be invoiced and has to be paid via online payment on the service portal. Serious nuisance will be reported to the Police and might end in termination of the Accommodation Agreement. We would like to point out that you are responsible for the behavior of your visitor(s), so make sure they are aware of the Internal rules.

3. Smoking policy

Smoking is permitted only in the designated areas outside of the complex. Smoking in the Studio and common areas is prohibited. It is not allowed to smoke an e-cigarette or vape in the common areas. Because of fire safety smoking on the roof is not allowed. If you are caught smoking in your Studio or other areas where smoking is prohibited we will charge you with a € 50 fine that will be invoiced and has to be paid via online payment on the service portal. We will also charge you other costs when the fire alarm goes off wrongly. You are responsible for the behavior of your visitor(s), so we kindly request you to inform them about the smoking rules.

4. Drugs policy

Use or trading of drugs is not tolerated. This means no drugs in the complex. If you get caught using drugs in the complex we will charge you with a € 50 fine. If you get caught using hard drugs we will notify the Police and press charges without prior notification. You are responsible for the behavior of your visitors, so please make sure they know the rules.

5. Communal areas

Use of the communal areas

Every Guest may use the lounge and communal garden. The communal areas are accessible to all guests and these areas are publicly accessible during the day. You can use the lounge and the garden until twelve 'o clock midnight. Please think about the other guests when you use the lounge and garden. Keep (especially after 22.00 o'clock) the noise down. If we get complaints about nuisance, the security officer can ask you to leave the communal areas or the garden. Student Experience will take care of the music. It is not allowed to listen to your own music in the communal areas or the garden. Please do not take any furniture from the communal areas and do not bring your own furniture. Please make sure that the communal areas are clean when you leave.

The private dining room can be used on demand. You can register for the use of this room at the reception desk.

It is not allowed to organize a party in the communal areas without permission from Student Experience. It is not allowed to enter the service area, technical rooms or other private rooms in use by Student Experience.

Study room

You can use the study room of the building day and night. Please make sure that the study room is clean when you leave.

Facilities on the rooftop

You can use the facilities on the rooftop from 09.00 a.m. to 10.00 p.m. Make sure you leave the roof before 10.00 p.m. It is not allowed to be on the roof with more than 50 people. It is not allowed to smoke on the rooftop.

Laundry room (self-service)

Student Experience has a special laundry and drying room, where you can use the washers and dryers against payment. The room is open from 24 hours a day. The payment method is credit card and debit card by using an app.

You do not have to wait for your laundry at the laundry room, but you are responsible for your own laundry (please don't leave your laundry basket or bag in the laundry room). We kindly request you to remove your laundry when the program is finished. The next user is allowed to remove your laundry and place it into the laundry basket of Student Experience. Student Experience is not liable for any loss, theft, and/or damage of your belongings.

The machines are cleaned by a cleaning program on a regular base. Make sure you leave the washer and dryer proper and clean. Please remove soap and dust/fluff from the machines. Detergent and fabric softer are automatically added to your laundry. It is not allowed to use your own detergent of fabric softener. This may cause stains in your laundry.

Bicycle parking

Student Experience has a parking for bicycles at floor level -1. Bicycles that are parked outside the racks, around the building or in the garden will be removed. It is not allowed to take your bicycle up to your studio. Parking your bicycle is at your own risk.

Vehicle parking

Paid parking is available in the parking garage of Student Experience.

Waste disposal

Please dispose your waste at the container bins. Please make sure you drop your waste in the right container. There is a designated area for the disposal of organic and general waste and another area for the disposal of paper, cartons, glass and plastic. We kindly request you not to place any waste in the hall, in case of emergency these are exit routes. When the waste bins are full, please contact us.

Cleaning communal area

A professional company will clean every communal area. If one of the communal areas need to be cleaned with special recourses due to an event caused by a Guests the cleaning Fee will be charged to this Guests.

Cleaning Studio

A professional company will clean the Studio's bathroom, floor, balcony or terrace door and window, every 14 days. Bed linen and towels, provided by Student Experience at the check in date, are changed every 14 days. If the Studio need to be cleaned with special recourses due to an event caused by the Guest the cleaning Fee will be charged to the Guest.

6. Info & maintenance

Photo

During check-in, we ask you if we can take a photo of you. We store this photo in our real estate management system to make our services even better. This way we can help you faster for example if you have questions about your Studio or if you have forgotten the key in the Studio. The photo is only used for service purposes, where we take your privacy into account. The photo is not shared with third parties.

Maintenance and repair

Cleaning the Studio and normal maintenance do not require expert knowledge. Normal care and a little calm when moving furniture will prevent the burden of repair costs for you and nuisance for your neighbors. If, despite every care, something is still damaged, alert the duty manager and report it through your service portal. More urgent matters, such as breakage of the water supply system, short-circuit or leakage will require an immediate report. You can report these matters to the duty manager, who will then get the professionals on site as soon as possible.

Pests and pets

Pets cannot be allowed in the complex for hygienic reasons and to prevent nuisance. It is also not allowed to temporarily keep pets or take pets from someone else to the complex. Pest control is extremely difficult in a large, entirely heated building. Therefore, prevention is better and cheaper than cure. Properly sealing foodstuffs, putting leftovers in waste bags immediately (with the lid on), and keeping floors, tables, etc. free of dirt is an absolutely necessary first step.

Letting someone else use the Studio

Although this is clearly stated in the Accommodation conditions, we note that it is not allowed to let anyone else stay in your Studio without our permission. It is not allowed to offer the Studio to someone through Airbnb, or any other website, or a housing business.

Check-out

The studio must be delivered in a clean state. All personal belonging, should be removed by the Guest. The linen set (sheets, towels, pillows, duvet and duvet cover) provided by Student Experience must be left in the Studio. If any of these items are missing, Student Experience will charge € 50 per item.

Check-out deadline is always on the last day of the Accommodation Agreement 11.00 a.m.

7. Duty manager

The duty manager is present in the complex every day from 06.00 a.m. to 10.00 p.m. The phone number of the duty manager is available at the reception desk and on the service portal on the Website.

8. Security

The security officer is present in the complex every night from 10.00 p.m. to 06.00 a.m. You can reach the security officer in urgent situations during the night on the same phone number as the duty managers. In less urgent situations, you can contact the duty manager during the day or contact Student Experience via your Service Portal.

We kindly request you to follow the instructions of the security officer during the night. This also applies to your visitor(s). If the instructions aren't followed we will see this as nuisance and charge a €50 fine. When there is serious nuisance the Police will be notified.

In case of nuisance or violations you are under the obligation to open the door of your studio at first call, so that the security officer can talk to you. If the instructions aren't followed we will see this as nuisance and charge a €50 fine. When there is serious nuisance the Police will be notified.

9. Video camera

Cameras secure the complex 24 hours a day.

10. Announcements and complaints

Should you have any questions, please do not hesitate to report this via your Service portal, on our Website or send an email to info@studentexperience.com, stating your name and Studio number, or raise the question via our phone number +34 919 54 97 71.

You can file a complaint. Examples of complaints may be: nuisance caused by other guests, problems with payments, problems with maintenance or problems with staff members. We will try to give you a substantive response to your complaint within two working days.

Announcements that are important to all guests will always be sent by email. Please always take note of these messages. It is important that we have your correct email address. Please notify us of any changes.