



Welcome to The Social Hub!

We hope you enjoy your stay with us 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 while enjoying your stay.

If you have any questions about life in the hotel, facilities or other, please do not hesitate to contact any of our staff, we will be pleased to help you. Guess what? Our team is available 24/7! We are all here to study or work hard, and to have a good time. We try to keep our policies simple & clear, main rule is respect the building and everyone in it. We are not here to spoil the fun, but we keep control and do expect that you do your bit, by respecting the staff, other guests and the facilities.

Please be reminded that there are security cameras in place that monitor activities throughout the building and outside areas for your own safety\*

*\*According to the law, The Social Hub has the right to watch and examine CCTV installed in the public spaces in order to guarantee the best physical and mental inspiring place to all students Community, but also to detect and act upon any misbehavior.*

In order to avoid any misunderstanding on what “respect” implies, we have detailed in these rules the do’s & don’ts, please read carefully these House Rules.

#### BEHAVIOUR FORTOWARDS 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. If we receive complaints from guests or neighbors, or reports of improper guest behavior, the following “3 strike” procedure will apply.

- 1<sup>st</sup> Report – We will issue the offending guest(s) with their 1<sup>st</sup> warning
- 2<sup>nd</sup> Report - We will issue the offending guest(s) with their 2<sup>nd</sup> and final warning
- 3<sup>rd</sup> Report - We will terminate the hotel contract of offending guest(s) with The Social Hub

#### EVENTS, 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:

- No noise in or around the hotel after 23.00 (11pm), this means also in the neighborhood and hotel surrounding.
- No loud music, loud tv sound or loud chatter in the rooms, corridors and community spaces between 23.00 (11pm) and 7.00 (7am)
- It’s not allowed to play own music speakers in community spaces or courtyard



- We may have exceptions to these rules for events which are officially approved by the management of The Social Hub. All special request for student events need to be requested at least 10 days before the event date to the hotel team.
- All exceptions related to private events/parties or special occasions will be properly communicated in the community spaces in advance.

Guests/ Student Stay guests are required to clean up any garbage that they or their accompanying guests leave behind. If spaces are not left clean or items have not been removed, The Social Hub will charge the cleaning/removal cost fee to the Contracting Party whose Guest/Student Stay guests is identified as a participant in the party.

Please be reminded that security cameras monitor activities throughout the building and outside areas. If we receive significant complaints from Guests/Student Stay guests or neighbors, the following “3 strike” procedure will apply.

- **1st Report** – The Social Hub shall issue the offending Guest(s)/ Student Stay guest(s) with their 1<sup>st</sup> warning
- **2nd Report** – The Social Hub shall issue the offending Guest (s)/ Student Stay guest(s) with their 2nd and final warning
- **3rd Report** – The Social Hub shall be entitled to terminate the Hotel Agreement.

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

## COMMUNITY KITCHEN

We provide a community kitchen to all our Student Stay guests, full of great facilities, equipment and even your own locked fridge! Oh, wait even dishwashers, isn't that great? Now here's what to know:

### Cleaning

- All Student Stay guests are responsible for the cleaning of the community kitchen and eating areas.
- The Social Hub will provide kitchen cleaning service (floor and surfaces only) 3 times per day.
- community kitchen opening hours can be found at the entrances and can be modified according to The Social Hub necessities (e.g. for cleaning purposes). This will be communicated accordingly.
- When you use a cooking station you must clean and care for all the appliances as well as cutlery, pans & other elements you have used, yes that includes dishwashing, removing of the food on the tables and cleaning up after use.
- Every Student Stay guest has an individual fridge box and a dry box and is responsible of the cleaning.
- The Social Hub will provide you once for free a “kitchen pack” for which you are responsible of cleaning and caring. All the items of your kitchen pack not cleaned and left dirty on the cooking station or in the washing area will be taken out of the kitchen. If you want to have them back, The Social Hub will charge you the corresponding extra fee.
- The Social Hub provides a washing area with dishwashers, sinks, and scrubs and soap for you to use responsibly and ensure you are able to clean.
- The Social Hub Bologna will charge an extra cleaning fee (from €50 to €100) to those students that do not respect the cleaning rules and the wellbeing of the community within the community kitchen..

At check-out time, The Social Hub will charge an extra fee of €70 in case the full kitchen pack is not returned, or for the following missing or damaged items in your kitchen pack, according to tab below:



Dinner plate x 2	€5
Breakfast bowl x 2	€5
Glass x 2	€5
Spoon x 2	€5
Fork x2	€5
Knife x2	€5
Coffee spoon x2	€5
Baking pan 1x	€15
Ladle 1x	€2
Saucepan with glass lid 1x	

#### **Kitchen Box Locker:**

- The Social Hub will provide you once for free a lock with one key for your kitchen box space. The lock and key must be returned upon check-out. The fee for not returned, lost or damaged lock or key is €15. If you lose your key, we will break the lock and apply the €15 fee. After that you will have to buy your own lock, The Social Hub will not provide another one.
  - If you wish to use your own lock from the beginning of your stay it's possible, just let us know!
  - It's not allowed to occupy a locker that has not been assigned to you by The Social Hub staff.
- Please be aware in case food or items are found in unassigned spaces, those will be taken.

#### **Freezers:**

- There are two freezers in the community kitchen. These are shared freezers, meaning everyone has access to these. The Social Hub is not responsible for any eventual food theft.
- You are responsible for the cleaning of the freezers, once a month our housekeeping staff will check the freezers and if basic hygiene norms are not respected (food not sealed) we will throw those things away.

#### **Health & Safety:**

- 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).
- The Social Hub will check all fridges and freezers monthly. Food expired and/or in bad condition will be thrown away.
- Due to local health & safety regulations it's not allowed to leave any food or ingredient in the shared drawers or anywhere outside the personal kitchen locker.
- It's strictly forbidden to consume your own food and drinks in any other places out of the community kitchen spaces. Only in the community kitchen area it's allowed to consume self-cooked or delivered food. The community kitchen area includes also the upper terrace right outside the communal kitchen. Sitting in the main courtyard tables requires consumption at The Social Hub restaurant and bar.
- We care about our planet and our future, in the community kitchen you will find all the trash can you need to recycle properly. If you do not follow the recycling rules a €100 fee will be apply to your stay.



We remind you that the community kitchen is a place to enjoy your food, cook together and make friends, not a place for parties. Non-authorized parties will be penalized with warnings and fees and are strictly forbidden in this space.

#### STUDENT STAY VISITORS

Student Stay guests can have a maximum of one daily visitor at a time in their room and/or hotel areas during the day.

- It's not allowed to invite external guests entering from secondary entrances.
- All student Stay guests are responsible for the actions and behavior of all their visitors. Any improper behavior of visitors will be fined
- According to the law, every guest 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. This applies to all guests.
- Student Stay guests must notify the welcome desk when their visitors are leaving.
- Daily visitors cannot use the hotel facilities (gym, pool, community kitchen).
- Daily visitors are requested to leave the hotel by 23.00 (11pm).
- If guests would like to invite multiple friends over (for example for a project) it's possible by requesting this in advance at the reception.

#### Overnight Visitors:

You may have overnight guests if your room type allows it. If you have booked a Twin room (Standard Twin, Executive Twin, Deluxe Twin) or a Single occupancy room (Economy Single, Economy Queen, Standard Single) you cannot invite guests to sleep with you in the room.

Only if you have booked a Standard Queen, Executive King or Studio room, one visitor at the time for a maximum of 7 nights per month is allowed. Overnight guests must be registered at the welcome desk and pay city tax for their stay. Registered overnight visitors can use the hotel facilities as well (gym, pool, community kitchen).

It's strictly forbidden to host someone in your room while you are not present.

For everybody's safety and following the Italian Law nobody that is not register as a guest can be in the hotel overnight.

Every night the back entrance door will be locked and you will be able to enter just through the main entrance door where a member of the security will check if you are staying with us or not. If an external person will be find with you in the hotel you will receive a fee and a warning.

#### YOUR ROOM

- Student Stay guests are required to fill in a Room-check form within 48hrs from check-in to report eventual pre- existing damages in the room. If you fail to submit it in time, this will automatically submit as if no technical issues/damages in the room were found.
- It is forbidden to apply nails, screws, etc. in walls, floors and ceilings of your room.
- It's 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 or to cause a short circuit.
- It's strictly forbidden also to cook in the room using special electric ovens or any other appliance/tool other than those provided by The Social Hub in your room. Any improper conduct will be fined.
- Structural and furniture self-arrangements in the room are not allowed unless prior approval by The Social Hub's technical department.

#### TWIN ROOMS

When making a reservation for a Twin bed, you are always assigned to a peer of your same gender and same (or similar) length of stay. You may request to be assigned with a friend before arrival and The Social Hub will be glad to accommodate the request if availability allows it. If no request was submitted, The Social Hub is pairing up the room mates.

The Social Hub always expect roommates to respect each other and each other spaces in terms of behaviour and cleanliness/hygiene. Any issue can be reported and discussed with the hotel staff, in order to find a solution and to make sure the stay is comfortable for both parties. Room changes are generally not contemplated. If any exception is agreed due to very serious matters, it should always be approved by The Social Hub management.

Cleaning services should be agreed by the room occupants concerning the overall room cleaning. Bed linen change can be purchased individually.

There is only one safe in the room, The Social Hub is not responsible for eventual items missing in shared safe.

#### ROOM KEYS

Guests/ Student Stay guest must notify the welcome desk immediately in case they lose their key. If the key is not found within 48hrs The Social Hub will provide the Guest/ Student Stay guest with a new key subject to a non-refundable €25 fee. It's not allowed to have multiple keys for a single occupancy room. In case a guest forgets their key in the room, a new key will temporarily be activated. This must be returned within 24hrs. It's never permitted to leave your keys to somebody else (TSH'er or not).

#### ROOM CLEANING

For Student Stay bookings a soft room cleaning is included, provided by The Social Hub on a monthly basis as follows:

- In the scheduled cleaning day, The Social Hub team will take your dirty towels and linen and provide you the clean ones.
- Student Stayr guests are responsible of the linen and towels that The Social Hub provides. Damages or missing items reported by the cleaning service will be charged. In your scheduled cleaning day make sure that all the surfaces are empty, and your belongings are as tidy as possible.
- Student Stay guests are responsible of keeping their room clean during their stay. You can request a vacuum cleaner at reception.
- A Student Stay guest can book an extra room cleaning service for an additional charge. There are extra cleaning options both with and without linen change.
- In case we notice that a guest does not meet hygiene standards and does, after two (2) warnings of the staff, not improve this, the extra room cleaning will be made compulsory. The cost for the additional room cleaning will be charged to the guest.



- If the Student Stay guest wishes to report issues or questions related to the cleaning, they can contact the reception staff, you should not discuss directly with the cleaning team.
- Garbage outside the bins will not be taken upon cleaning
- Window cleaning is not included in the room cleaning, this service is part of periodical extra cleaning

#### TECHNICAL ISSUES

You can report technical issues at the welcome desk. The Social Hub shall process technical malfunctions as soon as possible during office hours on weekdays. Urgent issues will be dealt with as a priority and will be handled urgently. Our technical staff can enter your room for the time necessary to deal with the technical issue. You do not have to be present for repairs to be carried out.

The Social Hub hold the right to arrange a temporary or permanent room move in case of severe structural damages that require long term maintenance. Use your Do Not Disturb sign if you would not like our technical team to enter your room and we can arrange for them come back later.

#### INTERNET USE

The Social Hub offers its Guests/Student Stay guests free Wi-Fi. It is strictly prohibited for our Guests/ Student Stay 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/ Student Stay 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 implies the payment of a penalty of €100, -. The Social Hub shall be entitled to terminate the Hotel Agreement. The Social Hub can in addition request a compensation for damage.

#### CHECK-OUT

Check-out time on the last day of you contract is requested by noon.

Before your check out, a room check will be scheduled and performed by our technical department during which your presence is necessary.

Any new damage will be withheld from the deposit (unless it was reported within 48hrs from check-in).

Be informed that every item left in the room after check-out will be automatically thrown away and an extra charge of €42 will be applied for this.

Room keys, kitchen pack and kitchen locker keys with lock must be returned to welcome desk upon check-out. Any missing item will be withheld from the deposit. Fridge and kitchen lockers should be left empty and clean, else an extra cleaning fee of €42 will be charged.

#### SMOKING

As per Italian law, smoking inside The Social Hub is prohibited. If any member of The Social Hub catches you smoking in the building or finds evidence of smoking, including the use of “e-cigarettes” outside of the designated areas, there will be **an immediate and unnegotiable charge of €150** and an official warning.



Smoking is only allowed outside within 3 metres away of the main entrance door(s) of The Social Hub and in the public terraces. Cigarettes must be thrown in the ashtrays, not on the ground or floor grates.

If you continue to smoke in non-designated areas or manipulate or obstruct the placed smoke detectors in any way, the contract with The Social Hub will be terminated and you will be 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, fire extinguisher, emergency buttons or any fire alarm devices 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. The Social Hub can in addition request a compensation for damage.

The Social Hub must perform periodical mandatory fire alarm drills that will be communicated in advance.

#### STAFF ROOMS, TECH & EMERGENCY EXITS

It's strictly forbidden to access any of the *staff only* areas and technical rooms, including terraces on the second floor and the roof. Breaking this rule brings to immediate termination of the contract. In such case, the payment obligation for the agreed term of your stay will continue unabridged.

It is not allowed to store any personal item or belonging near or in the stairways or corridors of The Social Hub. 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 fee of €150.

#### 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 for the agreed term of your stay will continue unabridged.

The Social Hub will notify the proper authorities. The Social Hub can in addition request the Guest/ Student Stay guest to compensate for any damages suffered. Guests/ Student Stay guests are also responsible for their visitors behaviors.

#### ALCOHOL

The Social Hub is very sensitive about a correct and responsible use of 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 behavior as consequence of an irresponsible alcohol consumption. All improper behavior will be reported to the police and fines may apply.



No person under 18 years old may consume alcoholic beverages in or around The Social Hub. Possession of alcoholic beverages and containers is not permitted in The Social Hub by individuals under 18 years of age.

Alcohol consumption should not be abused. All Guests/ Student Stay guests are responsible for discouraging alcohol-related behavior that is abusive to themselves or to others. Abuse of alcohol within The Social Hub

shall entitle The Social Hub to terminate the Hotel Agreement. The Social Hub can in addition request compensation for damages. The Social Hub will notify the proper authorities.

#### GARBAGE

Student Stay guests are responsible for throwing their own trash from their room into the appropriate garbage and recycling containers located outside the hotel.

The Social Hub team is happy to guide you to this place and make appropriate use in accordance with municipal regulations and separate waste collection. Please do not use public areas bins to leave your rubbish, nor leave it in the corridors outside your room. If found guilty of, fines will apply.

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.

#### MAIL, PACKAGES & FOOD DELIVERY

All mail and packages will be delivered to welcome desk during the day. Each day, we notify students if they have mail. Mail and packages should always be picked up personally.

Food delivery is allowed but only the lobby is available as pick up point. It's not allowed to ask outside food delivery in room, secondary entrance or any other points. Welcome desk staff will not receive food deliveries on your behalf so make sure the rider doesn't have to wait too long.

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

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.

#### BIKE SHARING & INSURANCE





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.

#### LAUNDRY

Laundry must be guarded at all times and it should be picked up as soon as the washing/drying time is finish. The Social Hub is not responsible for theft or misplacement of your clothes.

It is not allowed to take the irons or any laundry object to your room. Washing/cleaning/ironing must be done in the laundry.

The dryer's filters must be cleaned after use.

#### COMMUNITY SPACES & PLAY SPACES

The community spaces and play spaces are available for all guests of The Social Hub. All community spaces are for all the community to enjoy. Please keep them clean and use furniture with respect and common sense.

Coworking is open upon reservation through the welcome desk. Please do not leave your stuff behind you, otherwise it will be thrown away.



Every table in the community spaces can be used to study or working, please do not leave your personal belongings on the tables after you leave or it will be removed from our staff.

The play spaces are open 24/7. Please keep it quiet at night hours (23.00-9.00 /11pm-9am) and ensure that all equipment is returned intact and in the original place. The ping pong rackets on the wall are for interior design purposes, do not take them from the wall. If we see you taking a racket from the wall a €60 fine will be applied.

We expect you to respect our play spaces and community spaces. Keep these spaces clean and inform us of any damages. These areas are monitored by CCTV for your own safety.

#### GYM

The gym is available for all guests staying at The Social Hub. The entrance at the fitness area is not allowed for people that do not have a reservation or are not staying at the hotel.

The gym is open 7 days a week.

- Use of the gym is at your own risk, The Social Hub does not accept responsibility for any injuries that occur while using the gym equipment
- Use of own towel in the gym is mandatory
- When using the gym equipment and materials ensure that you clean what you have used, and that equipment is returned to its correct place
- Please note that removing and taking gym equipment outside of the gym area is forbidden and if found responsible for this, fines may apply
- Do not misuse the equipment
- Please keep the music at a reasonable volume
- Please note that the gym is monitored by CCTV for your own safety

#### COURTYARD

The Courtyard is open from 7.00 (7am) to 23.00 (11pm).

No gatherings or noises are allowed between 23.00 (11pm) and 7.00 (7am). Courtyard can still be accessed individually exclusively by The Social Hub guests within these hours.

Tables and chairs should never be moved from their original setting.

Own food and drinks can't be consumed in the courtyard (with exception of the community kitchen upper terrace).

Please keep the courtyard and the terrace clean at all times.



## POOL

The pool is subject to seasonal opening and it's available to guests that have a reservation and are staying at The Social Hub, no external guests can use the swimming area.

The pool is open 7 days a week during the summer season. Opening hours can be found at the entrance of the pool.

Pool rules are available at the entrance and any mis compliance or improper behavior will be fined. Please be aware that:

- The pool is exclusively for Guests/Student Stay guests. Overnight visitors can use the pool as well, while daily visitors are not allowed to use the pool.
- Children below 14 years must be accompanied by an adult. Use of an infant life vest is encouraged.
- Diving and running is not permitted.
- Guests under the influence of alcohol are not allowed to use the pool.
- For hygiene reasons, all guests are requested to take a shower before using the pool facility.
- Food and beverages from outside The Social Hub are not allowed in the pool.
- Glass is not allowed by the pool
- Guests/Student Stay guests swim at their own risk and The Social Hub will not be responsible for any injuries while using the hotel facilities.

You can read the full version of the Pool Rules in attached document.

## RESPONSIBILITY FOR VANDALISM OF THE SOCIAL HUB PROPERTY

The Social Hub is not responsible for damage to or theft of personal property. This includes any property in the kitchens, stored luggage and delivered packages.

The Social Hub does not accept any form of vandalism or theft of its property. Anyone who is vandalizing the property of The Social Hub will be charged with an initial fine of €100,- and with the labor and replacement costs. If the vandalism results in loss of turnover for The Social Hub the perpetrator shall also be charged for this loss of turnover.

Depending on the amount of damages by act of vandalism, the Hotel Manager will take proper actions. Any accidental damage caused may be handled without any charge if Guests/ Student Stay guests are upfront and honest about what happened.

## CASH-FREE HOTEL

Please remember that The Social Hotel Bologna is a cash-free hotel, so every payment needs to be finalized via credit card.



#### PETS

Pets are not allowed inside the hotel rooms with the exception of the guide/assistance animals permitted upon request.

The management of the hotel may accept domestic animals in public areas at their discretion, if you have any concerns or allergies, please notify welcome desk staff.

#### EMERGENCY 112 & FIRE

If you find yourself in an emergency always dial 112 to get in touch with the public authorities.

In case of a fire, an alarm will sound. Safety instructions in case of an evacuation are placed in all public areas as well as on the back of each bedroom door. In each room a smoke detector is installed.

If you encounter a fire you must notify the hotel team or break the closest fire call point to you to activate the alarm. Please note that these may only be used in case of real fire, vandalism or improper use will be severely fined.

What to do in case of fire is to stay calm but act quickly and follow staff instructions at all times.

#### NOTIFICATIONS

The Social Hub may at any time reach out to the emergency contact you provided upon booking in case of improper behavior or repetitive failed payments.

The Social Hub will be entitled to terminate the Hotel Agreement and to terminate the stay of Guests/ Student Stay guests within The Social Hub if they have failed to act in compliance with the House Rules as mentioned above. For more information about The Social Hub or any of our services, take a look at our website or reach out to our team.

*Full signature below to agree:*