



Ente Regionale
per il Diritto
allo Studio
Universitario
del Piemonte

REGOLAMENTO DEL SERVIZIO CASA PER FERIE EDISU PIEMONTE



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SECTION I

HOLIDAY HOME

TITLE I

Service purpose

Art. 1 Subject – Hospitality Relationship

1. In the period of time when the students are not living in the Halls of Residence, EDISU – REGIONAL BODY FOR THE RIGHT TO UNIVERSITY STUDY IN PIEDMONT - is allowing accommodation at the same Halls also to outside guests
2. These Regulations regulate the guests' use of university Halls and the community life carried out therein.
3. The Regional Body for the Right to University Study in Piedmont (hereinafter referred to as EDISU) guarantees housing services in its Halls in compliance with the related notices of competition and with these Regulations.
4. The Hospitality Relationship begins when the assignee is allocated accommodation by EDISU.

TITLE II

Service Access

Art. 2 Service Access

1. Guest's access to the Hall is allowed prior to regular booking procedure, as stated in paragraph 2 of the present article.
2. Room or single beds bookings have to be assigned directly by EDISU, by the means of its custom-tailored on-line procedure.

Art. 3 Room Rates

1. Holiday accommodation fees are fixed annually by EDISU and vary according to the length of stay and the type of room booked.
2. Room prices include not only the cost of the room itself, but also cleaning services and a weekly change of bedlinen and towels depending on the tariff paid.

Art. 4 Single Guests: Provisional Bookings – Acceptance

1. EDISU guarantees an answer all requests within 3 working days of their receipt, as long as requests are accompanied by all the required details. EDISU will reply with a quotation or informing that there are no rooms available.

This quotation should be considered a provisional room booking that needs to be confirmed. You must accept the quotation within 7 days from the notice sent you by EDISU.

2. Should EDISU fail to receive the accepted quotation including its terms by this deadline, the booking will be cancelled and no further correspondence will be sent out.

Art. 4b Small Groups:

Provisional Bookings – Acceptance – Booking Cancellations – Guest Lists

1. In the case of small group bookings, EDISU guarantees an answer to all requests for rooms within 5 working days of their receipt, as long as requests are accompanied by all the required details. EDISU will reply with a quotation or informing that there are no rooms available.

Such a quotation should be considered a provisional booking which must be confirmed by the group representative who must accept the quotation within 7 days from the notice sent you by EDISU.

The group representative is EDISU's contact and is responsible both for booking and for arranging payment.

2. Should EDISU fail to receive the accepted quotation including its terms by this deadline, the booking will be cancelled and no further correspondence will be sent out.

3. No penalties will be incurred if up to 20% of bookings are cancelled within, and no more than, 60 days before the date of arrival.

Groups may cancel up to 10% of the remaining bookings between 60 and 30 days before the date of arrival.

In case of cancellations that exceed this percentage, or in the case of cancellations made less than 30 days before the date of arrival, the price of the room/s cancelled must be paid regardless, excluding extra miscellaneous costs.

4. EDISU must be sent a guest list with the names of the guests booked five working days before the date of arrival.

Art. 5 Changing your Booking Dates

1. Should you wish to change the dates of your stay, you will not incur any penalty, as long as the new booking does not clash with other confirmed bookings.

2. If you wish to cut short your stay, then should the stay period chosen fall in the higher cost brackets than those originally booked, the higher cost bracket will be applied to the entire stay. If you extend your stay, then should the new stay period fall into a cheaper cost bracket, this cheaper cost will only apply to the extra days booked.

Art. 6 Payment

1. The entire booking cost must be paid on arrival to EDISU's appointed staff. Should this payment not be made within 5 days of arrival, EDISU will launch a debt collection procedure and you will be forced to leave the halls of residence, once you have paid for the number of nights stayed.

The cost of any extra services requested during your stay must be paid upfront.

2. Once you have paid, you will be given a receipt from the halls of residence reception desk, which you must keep as proof of payment.

3. The following payment methods are all accepted: ATM card, credit card, bank transfer, postal order or cash.

4. Should you leave earlier than planned, the cost of the extra nights will not be refunded.

5. There can be no refunds or discounts in the case of malfunctioning facilities that are not considered essential and/or that malfunction for less than 3 days. 'Essential facilities' are those that cause guests a level of unease that would make their stay uncomfortable if they were to malfunction.

Section II

COMMON RULES FOR LIFE WITHING A HALL OF RESIDENCE

Art. 7 Accommodation Types

1. Different types of Halls provide guests with single and double rooms, private or shared services.

2. When forwarding the quotation, EDISU will notify you the assigned type of room.

Art. 8 Hall Access

1. Check-in hour from 5 pm and check-out by noon.

In the case of arrival/departures in different hours, the guest may leave baggage in a special unguarded storage room. EDISU is not liable for lost or stolen personal items nor for the damaged ones.

2. When arriving to the Hall, the guest shall:

- a) display a valid form of identification (passport or identity card); if extra UE, also regular permit of stay or visa;
- b) accept the present regulation, available in every room;
- c) subscribe the information document on privacy.

3. When initially accessing the Hall, the guest shall collect a copy of the fire prevention and emergency information documents, and sign the relevant receipt stating unconditional acceptance of their content.
4. Non compliance with par. 2 will result in the non-assignment of the room.

Art. 9 Key Delivery

1. The guest will be hold liable for any damage and/or modification caused to the property, with the exception to reasonable deterioration due to normal usage of the room and its dotations. In case of damage or property loss, the guest will have to refund EDISU for the damage done.
2. When checking-in, the guest will be given the key of the room, which is forbidden to duplicate.
3. Within surveilled Halls, keys have to be left at the reception whenever the guest is going out, but remaining at his sole availability.
4. It is forbidden to lock the door of the room with any other device than its key.
5. In case the key is lost or stolen, the guest has to file a complaint to the local Police Authority, delivering a copy of the deriving document to the Hall Management who will provide the guest with a key duplicate or substitute the lock at the guest's charge.

Art. 10 Third part use of Accomodation

1. Assignees may not allow use of their room/bed by third parties, not even for a temporary period of time, nor may they stay in a room/bed other than the one they were initially assigned.

Art. 11 Rules of Behaviour

1. During their stay in the Hall, guests must observe correct behaviour, based on mutual respect, correctness, politeness, and civilised cohabitation, and must collaborate with the other guests and staff.
2. Rooms, common spaces and facilities will be kept in good condition, not only by the Hall staff, but also by the guests, who shall behave responsibly and adequately.
3. Between 10pm and 8am, both in the rooms and shared spaces, guests must interrupt all noisy activities which may disturb the other guests of the Hall as well as the neighbours.
4. The following are forbidden:
 - a. introduction into the Hall and use of any appliance containing an electric element (electric and gas cookers, toasters, ovens, irons, coffee makers, fryers, boilers),

except for the use of equipment already available in the common kitchens;

b. smoking anywhere in the Hall;

c. introduction into the Hall and rooms of flammable materials, non fire-proof furnishing

accessories, weapons, explosives, and harmful substances, drugs or psychotropic substances not for therapeutic use;

d. keeping animals of any species inside and outside the Hall;

e. moving, altering or adjusting room furnishings, removal of furniture or equipment

from common spaces and/or introduction into the rooms, dismantling, altering or doing anything else to the furniture;

f. introduction of equipment (TV, PC, stereo, multi-socket extension leads, etc.) or furniture and furnishings without previous authorisation;

g. application of stickers or posters on walls, doors or on the furniture; display of notices, signs, or the like outside the dedicated boards;

h. use of the yard for parking cars, motorcycles, and vehicles in general belonging to inside or outside guests;

i. tampering with protected switches, smoke detectors, or any other device in the Hall;

l. playing practical jokes which, due to their doubtful taste and danger (throwing water, tampering with security or service systems, with common spaces and equipment for the students etc.), may be of harm to the other guests, the Hall staff, passers-by, neighbours, or to the building and the goods in it;

m. organisation of parties and meetings in the rooms, on the floors corridors, or in other spaces;

n. receipt of visitors in common areas other than those designated by the Administration;

o. leaving leftover food and drink in the kitchens and common spaces. Costs due for extraordinary cleaning will be charged to those responsible;

p. dropping rubbish or empties outside dedicated bins. In the event of non-compliance with municipal regulations on waste separation, any administrative sanction will be charged to the guest responsible;

q. placing on windowsills any object which might pose a danger to the safety of passers-by, or be forbidden by the municipal regulations in force;

r. leaving inside lights switched on and water taps running while not in the rooms;

s. drying clothes outside the designated areas.

5. Non-compliance with the respect of cleanliness and propriety of the common areas and of proper conditions of the assigned room, and that may cause extra costs of cleaning, will be charged at the guest's expenses.

6. For safety reasons and in compliance with fire regulations, blankets and linen other than those provided by the Body may not be brought into the Hall. Guests may request additional blankets. This rule may be waived only in exceptional cases and upon presentation a valid health certificate.

Art. 12 Visitors

1. Guests staying in the Hall may have visitors from 9am to 9pm.

2. Visitors who would like to access the Hall must register at Reception.

3. Visitors must show valid proof of identity - a copy of the visa will also be required of non-EU visitors – to the Reception staff who will register the details and ask host guest to consent to the visitors' access.

4. Upon entering the Hall, visitors will be given a pass to be kept visible during their entire stay in the Hall.

5. Outside visitors are not permitted to access or remain in the Halls during the night.

Non-compliance with this rule will result in:

- for visitors: being immediately sent out and temporarily banned from the Hall; being charged the residential fee in force, if they have spent the night in the Hall; should visitors refuse to pay the residential fee in force, the hosting guest will be charged instead.

6. Visitors are only allowed inside the guests' rooms, in the hall, and in shared areas designated by the Hall Director, except for the laundry and gym rooms.

7. A maximum of two visitors at a time are allowed in rooms and where several guests are sharing the same room, it is necessary that all occupants give their consent.

A maximum of two visitors at a time are allowed in the hall and designated common areas.

8. Visitors are allowed in the kitchen areas provided that the total number of people present does not exceed numbers allowed by safety regulations.

9. Underage visitors are allowed in the Hall if they are part of a guest's family, or if they are with adult relatives. Adult family visitors of the guests are liable for any improper acts committed by their minor.

10. The Director reserves the right to refuse access to the Hall by any subjects who have been reported for very serious facts or because they have behaved in an uncivilised manner, without any mutual respect in the use of shared facilities and in relating

with other guests and staff of the Hall.

11. For security reasons, members of staff reserve the right to restrict visitor access.

12. Guests incur third-party liability for any damage caused to the facilities by their visitors and/or for visitors' non-compliance with these Regulations.

Art. 13 Room Equipment and Cleaning

1. Assignees are responsible for keeping the goods made available to them in good and working condition.

2. EDISU is not liable for valuables, money, or any other goods kept by the guests in the rooms or in the shared areas.

3. Guests must keep their rooms in good sanitary conditions.

4. EDISU provides guests with linen (blankets, bedspread, etc.), which must be returned in good condition when permanently vacating the rooms.

5. Bed and bath linens (sheets, towels, etc.) will be periodically changed. guests must hand in dirty linens at designated days and times to receive a clean set back, except if the applied rate is including linen change each time the room is cleaned.

6. Linen must not be improperly used.

7. Guests must refund any loss or damage they may cause.

Art. 14 Use of Common Areas

1. Guests must leave common areas clean and decent.

2. In the event of serious breach, the Director will charge the costs due for extraordinary cleaning to the guest/s responsible.

Art. 15 Services

1. In the Hall the following services are available:

- Reception

For residents:

reporting of any faults and/or problems occurring in the rooms and common areas of the Hall;

mail reception and distribution;

telephone communications;

useful information on how facilities work.

- Laundry and Ironing Facilities

Located in specific rooms equipped with washing machines, dryers, and ironing equipment, all coin-operated at the

expense of the users, and to be used for reasonable amounts of laundry which need to be removed at the end of each washing cycle. All ironing equipment must be returned after being used. These facilities must not be used on behalf of people from outside, not residing in the Halls.

- Kitchens

Some Halls have shared kitchen areas with electric cooker, washbasins, cupboards, etc. Users must not leave these areas unattended while cooking food, must not leave electric hotplates switched on, must leave the kitchen in order after use, and only remain in the area for the time necessary to eat their meals. Crockery or/and leftovers left in the common kitchens will be removed and destroyed by the cleaning staff. In this case any cleaning expenses will be charged in compliance with Article 11, Paragraph 4, Letter o. Pouring liquids onto the hotplates is forbidden. Tampering with protected switches located in the kitchens is strictly forbidden.

- Telephone Service

Guests may receive telephone calls until 11 pm. For absent or untraceable guests, a short message will be taken for them (upon guest's request).

Coin/card-operated telephones are available for outbound calls.

- Alarm Clock Service

Upon presentation of a request to the designated staff, guests may use an alarm clock service from 6am to 8.30am.

- Computer and Printer Facilities

The Halls, where made possible by their structural characteristics and management needs, are equipped with PC rooms. When applying for access to these facilities, guests will be handed in a set of rules regulating the access to said rooms and the use of the equipment therein.

- Other Services

Upon request, guests may access equipped rooms (gym, amusement arcade, audio/video rooms etc.) and use any other newly activated services.

When applying for access to these facilities, guests will be handed in a set of rules regulating access and use.

2. Guests are obliged to the observance of these regulations, under penalty of exclusion from the service.

3. System faults (electricity, water, lifts) must be immediately reported to the staff in service.

4. Guests must report any problem due to service operation or cohabitation to the Director of the Hall, or, if the Director is absent, to the Reception. The Director will call for compliance with the provisions in these Regulations and will guarantee good operation of the services.

Art. 16 Checks and Inspections

1. The Reception staff of the Halls hold the keys to access all rooms. Where necessary, they may perform checks for any non-compliance with the Regulations or improper behaviour. In this case guests will be informed and will have the right to be present

during the checks. The outcome of the checks will be reported to the Director of the Hall in order to apply appropriate measures.

2. In the event of urgent inspections of the systems, or for extraordinary and urgent interventions due to safety, maintenance, and hygiene reasons, the rooms can be accessed by the designated personnel, even in the absence of the assignees, and without prior notice.

Art. 17 Responsibilities

1. Guests are responsible for keeping the assigned spaces and goods (also those provided temporarily) in good condition; at the end of their stay these must be returned as they were at the beginning, except for normal wear and tear.

2. Any damages caused by the guests directly or by their visitors to the assigned goods must be refunded.

5. The administration is not liable for facts or offences caused by unknown third parties to the detriment of the guests of the Halls.

Art. 18 Guests Privacy Statement

1. In compliance with Legislative Decree no. 19, dated 30 June 2003, and following, personal data is collected by the Body to achieve its institutional objectives.

2. The personal data collected will be processed by: EDISU – REGIONAL BODY FOR THE RIGHT TO UNIVERSITY STUDY IN PIEDMONT. The person responsible for data processing is the Director of EDISU.

Art. 19 Final provisions

1. Guests' acceptance of the assigned accommodation implies a commitment to fully comply with these Regulations, which are handed to the guests when they first access their rooms.

2. For any and all matters not explicitly regulated by these Regulations, please refer to the provisions made in the Halls of Residence Internal Regulations, copy of which you may ask for at the reception.



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