



UNIVERSITY HOSPITALITY REGULATIONS

EDISU PIEMONTE



**EDISU
PIEMONTE**

Ente Regionale per il Diritto allo
Studio Universitario del Piemonte



**REGIONE
PIEMONTE**

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SECTION I UNIVERSITY HOSPITALITY

TITLE I Service Purpose

ART. 1 - SUBJECT – HOSPITALITY RELATIONSHIP

- 1.The Regional Body for the Right to University Study of Piedmont (EDISU) reserves annually, in the hall of residence, beds groups for different types of consumers, connected with the academic world. Other rooms may be free depending on the number of beds that became available.
- 2.The Service Regulations oversee the guests' use and life within a hall of residence.
- 3.EDISU pledges housing service in its halls of residence, in observance of these Regulations.
- 4.The Hospitality commitment begins at the booking time.

TITLE II Service Access

ART. 2 - SERVICE ACCESS

- 1.Guest's access to the hall of residence is allowed prior the regular booking procedure, as stated in Art. 2, Title II. The guest who hasn't a reservation can be accepted in the hall of residence after the release of the statement wherein are explained the reasons of the stay and the exhibition of the University reference document. The stay will last up to a maximum of 48 hours; by that time the guest must regularize his status and the payment of all the nights, on pain of being expelled from the hall of residence.
- 2.Booking of rooms or single beds must be executed directly by the competent office of the University the host is directed to, which is directly EDISU in case of agreements with Universities that provide this possibility. For this purpose, University and/or the guest will use the on-line procedure.

ART. 3 - ROOM RATES

- 1.Accommodation rates are fixed annually by EDISU and communicated to the responsible office of the University. The applied rates may vary according to the period of stay and the category of the guest.
- 2.These rates are also applied in case of interruption of stay not exceeding 10 days. During the absence time, the guest must vacate the room, otherwise he must pay the equivalent rate.
- 3.The prices paid by the guest include: the cost of the bed, the cleaning services at arrival date and the weekly change of bed linen and towels. Additional cleaning services will be charged extra, according to the rate table, on guest's request.

ART. 4 - SINGLE GUESTS STAY

PROVISIONAL BOOKINGS AND QUOTE ACCEPTANCE

- 1.EDISU binds itself to an answer to all requests within 3 working days from their receipt, as long as requests are accompanied by all the required details. EDISU will reply with a quote of the stay or informing that there are no rooms available. The quote must be considered as a provisional booking that must be confirmed by the guest (fill in the quote and sign it) or by the University (emission of an order paper or other valid binding agreement) within a maximum of 7 days from the notice sent by EDISU.
- 2.If EDISU doesn't receive the signed quote or the order paper within the deadline indicated on the quote the booking will be cancelled without further correspondence.

ART. 4 BIS - SMALL GROUPS STAY

PROVISIONAL BOOKING, QUOTE ACCEPTANCE, BOOKING CANCELLATIONS AND GUEST LIST CANCELLATIONS AND GUEST LIST

- 1.EDISU binds itself to an answer to all requests of small groups in 5 working days from their receipt, as long as requests are accompanied by all the required details EDISU will reply with a quote of the stay or informing that there are no rooms available. The quote must be considered as a provisional booking that must be confirmed by the University with the emission of an order paper or other valid binding agreement within a maximum of 7 days from the notice of the quote sent by EDISU.
- 2.If EDISU doesn't receive the order paper within the deadline

indicated on the quote, the booking will be cancelled without further correspondence.

- 3.It's possible to cancel the booking without incur in penalties, if no more than 10% of bookings are cancelled and if the cancellations have been no less than 30 days before the date of arrival. In case of cancellations that exceed the 10%, or in case of cancellations made less than 30 days before the date of arrival, the whole price must be paid, excluding extra miscellaneous costs.
- 4.Seven working days before the date of arrival, a guest list with the names of the booked guests must be sent to EDISU.
- 5.When the payment has to be done by the individual guests, it must be observed what is stated in Art. 4 of the present Regulations.

ART. 5 - CHANGES OF STAY

- 1.In case of variations in the period of stay, if they are compatible with reservations already accepted by other guests, it will not be applied any penalty.

ART. 6 - PAYMENT

- 1.The booking cost must be paid at the arrival to EDISU's staff. If the period of stay is longer than one month, an advanced monthly payment must be made. If the payment is not made within 5 days after the arrival and/or by the 5th of every month, EDISU will start a debt procedure and the guest will be forced to leave the hall of residence, after having paid for the number of nights stayed. The cost of any extra service requested during the stay must be paid at the moment of the request. For stays paid by the Athenaeum, the payment must be made when the invoice issued by EDISU is received. If the period of stay is longer than one month, the invoice will be issued monthly, unless in case of other arrangements agreed with the University. In case of foreign students, EDISU will ask the payment of the total amount simultaneously the confirmation. Payment must be net of bank charges.
- 2.After the payment, the hall of residence's Reception will issue a receipt, as a proof of payment.
- 3.The following payment methods are accepted: ATM card, credit card, bank transfer, postal order or cash, in agreement with the availability of the single hall of residence.
- 4.In case of departure earlier than planned, if the amount has already been paid, the amount will not be refunded.



- In case of malfunction of non essential facilities and/or with staying lasting less than 3 days there are not any refunds and/or refund rates. 'Essential facilities' are those that cause guests a level of unease that compromise the stay in acceptable condition.
- Additional services (cleaning, courtesy kit) must be paid separately according to guest's request. The dishes set, if required by the guest, costs of 30,00 euros.

ART. 6 BIS - COVERAGE CONCERNING DAMAGES OR INCIDENTAL EXTRA CHARGES

- To cover any damage or extra charges, the guest must indicate the credit card's details at booking time and confirm them at the arrival in the hall of residence.
- If the guest doesn't possess a credit card and the period of stay is longer than 30 nights, he has to pay 180,00 euros by bank transfer, during the booking process or directly at the check-in via ATM.
- If the guest doesn't possess a credit card and the period of stay is less than 30 nights he has to pay the bailment of 180,00 euros, and the payment will be made through the pre-authorization with ATM.
- The deposit will be returned in 90 days after the end of the stay and it is subjected to the presence of damages or breakdown caused to any good, structure and furniture of the hall of residence, to extraordinary cleanings that will be necessary due to behaviours of the guest or to deficits in payments.

SECTION II COMMON RULES FOR LIFE WITHIN A HALL OF RESIDENCE

ART. 7 - ACCOMMODATION TYPES

- Different types of halls of residence are provided to the guests with single and double rooms, private or shared services.
- Some halls of residences have also rooms with kitchenette, spaces and common areas, for public kitchen, for the study, the use of computer equipment, cultural and recreational activities and sports, as well as laundry services and deposit.
- When EDISU issues the quote, it will communicate the assigned type of room.



ART. 8 - RESIDENCE ACCESS

- Check-in time is from 5 pm and check-out time is by 10 am. In the case of different arrival/departures hours, the guest may leave baggage in unguarded storage room. EDISU is not liable for lost or stolen personal items, nor for their damage.
- At the arrival in the hall of residence, the guest must:
 - exhibit a valid identification (passport or identity card), if extra UE, also residence permit (visa);
 - Accept the present Regulations, available in all rooms;
 - Self-certify his health by filling in a form;
 - Sign the privacy information document.
- When initially accessing the hall of residence, the guest shall withdraw a copy of fire prevention and emergency information documents, and sign the relevant receipt stating unconditional acceptance of their content.
- Non compliance with par. 2 will entail the rejection of the quote and the non-assignment of the room.

ART. 9 - REPORT AND DELIVERY KEYS

- Upon entering the room, the guest must sign the delivery report containing information about the conditions of the premises and furnishings in the room assigned and, if applicable, dishes set supplied, and report any inconveniences and/or damage.
- The guest will be considered responsible for all the damages and/or modifications caused to the property, with the exception of consume due to normal usage of the room and its equipments. In case of damage or property loss, the guest will have to refund EDISU for the damage done.
- When checking-in, the guest will be given the key of the room, which is forbidden to duplicate.
- In supervised halls, keys have to be left at the reception whenever the guest is going out, but remaining at his sole availability.
- It is forbidden to lock the door with any other device than its key.
- In case of lost or stolen keys, the guest has to fill in a complaint form to the local Police Authority, delivering a copy to the hall Management that will provide the guest with a key duplicate or substitute the lock at the guest's charge.

ART. 10 - STAY IN A HALL OF RESIDENCE

- Some EDISU hall of residence could be closed during the Christmas period and the month of August as indicated in the quote. During these periods the guests will be transferred to another open residence.
- During the academic year, the Administration reserves the right to transfer the guests to another room or residential structure, to ensure functionality of the service and/or cohabitation.

ART. 11 - THIRD PART USE OF ACCOMMODATION

- Assignees may not allow the use of their room/bed by third parties, not even for a temporary period, nor they may stay in another room/bed other than the one they were initially assigned.
- Failure to comply with this provision entails the application of penalties laid down in Art. 25 of these Regulations.

ART. 12 - BEHAVIOUR REGULATIONS

- During their stay in the hall, guests must observe correct behaviour based on mutual respect, correctness, politeness, and civilized cohabitation, collaborating with the other guests and staff.
- Rooms, common spaces and facilities will be kept in good condition, not only by the hall's staff, but also by the guests, who shall behave responsibly and adequately.
- Between 10pm and 8am, both in the rooms and common areas, guests must interrupt all noisy activities which may disturb the other guests of the hall as well as the neighbours.
- The following items are forbidden:
 - Introduction into the hall of residence 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;
 - Smoking anywhere in the hall;
 - 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;
 - Keeping animals of any species inside and outside the hall;

- e. Moving, altering or adjusting room supplies, 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 notices, signs, outside the dedicated spaces;
 - h. Using 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 harmful to the other guests, to the hall's staff, to the passers-by, to the neighbours, or to the building and its goods;
 - m. Organisation of parties and meetings in the rooms, on the floor corridors, or in other spaces;
 - n. Receive visitors in common areas different from those designated by the Administration;
 - o. Leaving leftover of foods and drinks in the kitchens and common spaces. Costs due to extraordinary cleaning will be charged to responsible guest;
 - p. Dropping rubbish or empties outside dedicated bins. In case of non-compliance with municipal regulations concerning waste separation, any administrative sanction will be charged to the responsible guest;
 - q. Placing on windowsills any object which could be dangerous to the safety of passers-by, or be forbidden by the municipal regulations in force;
 - r. Leaving inner lights switched on and water taps running while not in room;
 - 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, that may cause extra costs of cleaning, will be charged at the guest's expenses.
6. Comply failure of provisions contained in this article involves the application of sanctions laid down in Art. 22 and ss.

7. 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 of a valid health certificate.

ART. 13 - MEETINGS

1. Guests of the hall of residence can organize small meetings with the participation of maximum 30 people which will be carried out only in special places specified by EDISU and under formal approval of the Director of the residence.
2. The application must be submitted at least 10 days before the event.
3. The participation in the meeting of any outside guest must be pre-authorized by the residence.
4. The drinking and distribution of alcoholics is not allowed. The Director of the residence can grant exceptions for particular and justified circumstances. Violation of this rule results in the application of penalties laid down in Art. 24 of these Regulations.
5. Guests that organize the meeting are responsible for the behaviour of the participants and for any damage caused to buildings, equipment and premises of the residence.
6. All meetings will not extend beyond the hours of 0.30 a.m.; exceptions may be considered by the Administration.

ART. 14 - VISITS

1. Guests of the hall of residence may have visits from 8am to 12am.
2. Visitors who would like to access the hall must register at Reception and may remain inside the structure up to a maximum of 8 hours per day.
3. Visitors must show valid identification - 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 the visitor access.
4. When entering the hall of residence, visitors will be given a pass that must 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; if the visitors refuse to pay the residential fee, the hosting guest will be charged instead.

- for the host:

the application of the penalty provided for in Art. 22 and ss.

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 the same time is allowed in each room and if several guests are sharing the same room, it is necessary that all occupants give their consent. A maximum of two visitors at the same time is allowed in the hall and designed common areas; if, for teaching purposes, it is necessary to form study groups with the participation of more than two external guests, they may be held in the appropriate premises, with the approval of the Head of residence.
 8. Visitors are allowed to stay in the kitchen areas only if the total number of people does not exceed the number allowed by safety regulations; in the event that the number of people present at the same time is greater than the maximum, priority shall be accorded to the assignees of bed and visitors will be forced to leave the local.
 9. Underage visitors are allowed in the hall if they are part of the guest's family, or if they are with adult relatives. Adult family visitors of the guests are responsible for any improper acts committed by the minor.
 10. The Director reserves the right to refuse access to the Hall by any subject who has been reported for very serious facts or because he/she has 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.
6. 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. 15 - COMPANIONS

1. Normally companions are allowed for short periods, at a maximum of one per guest, who can stay in residence according to the availability of places and the requests of the user related to the academic world.
2. When booking, the companion will be informed by EDISU that hospitality can't be guaranteed for the whole period and that in case of need of the bed, it may be required to leave the room with at least 15 days of notice.
3. For projects of particular academic interest, exceptionally the University may hold the bed for companions, in the entire period of the host, and possibly for more than one companion for host. The request for this option shall be made by the responsible offices of the University.

ART. 16 - 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; compliance failure of provisions contained in this article entails the application of sanctions laid down in Art. 22 and ss.
4. EDISU provides guests with linen (blankets, bedspread, etc.), which must be returned in good conditions 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 back a clean set.
6. Linen must not be improperly used.
7. In case of loss or damage of equipments, the guest must refund it to EDISU.

ART. 17 - COMMON AREAS USAGE

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.
3. The Administration will provide appropriate disinfection and cleaning of all rooms during the summer break. For this reason, the rooms, the kitchen and all common areas must be completely emptied from any object. In the latter case, guests can store limited quantities of items in special rooms set by the Directors of the residence, upon written request and subsequent formal permission.

ART. 18 - SERVICES SUPPLIED

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 communication;
- 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 users' expenses, they must 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 or private kitchen areas with electric cooker, washbasins, cupboards, etc. Users must not leave these areas unattended while cooking food, must not leave switched on electric cooker, must leave the kitchen in order after the use and remain in the area for the time necessary to eat their meals. Dishes set or/and leftovers left in the common kitchens will be removed and thrown off by the cleaning staff. In this case any cleaning expenses will be charged in compliance with Art. 11, Para. 4, Let. O. Pouring liquids onto the electric cooker is forbidden. Tampering with protected switches located in the kitchens is strictly forbidden.

- Telephone Service

Guests may receive telephone calls until 11pm. 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 the guest will be given the regulations that discipline the use of PC room and the use of its equipment.

- Other Services

Upon request, guests may access equipped rooms (gym, recreation room, audio/video rooms etc.) and use any other newly activated service. When applying for access to these facilities, guest's use and access to these facilities is regulated by a set of rules.

2. Guests are obliged to the observance of these Regulations, under penalty of exclusion from the service.
3. System faults (electricity, water, lifts and other private/shared equipments) must be immediately reported to the staff in service.
4. Guests must report any problem due to service operation or cohabitation to the hall Director, or, if the Director is absent, to the Reception. The Director will guarantee the respect of these dispositions and the working of services.



ART. 19 - CONSUMPTION

1. The cost of electricity and water for a normal and proper use of residence's facilities is included in the service.
2. If the running costs of the various devices exceed the amount of past expenditure of the previous year, EDISU will carry out systematic checks to determine the cause of rising costs and take appropriate actions.

ART. 20 - 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 Regulations or improper behaviours. In this case guests will be informed and will have the right to be present during the check. The outcome of the checks will be reported to the Director of the hall in order to apply appropriate measures.
2. In case of urgent inspections of the systems or for extraordinary and urgent interventions due to safety, maintenance, and hygiene reasons, the room can be accessed by the designated personnel, even in the absence of the assignees and without prior notice.

ART. 21 - 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 damage caused by the guests directly or by their visitors to the assigned goods must be refunded.
3. In the case of shared-bedrooms, the liability for damages is divided among all the occupants, which are not subject to individual liability.
4. The responsibility for damage caused to goods or shared services and/or for their removal, is attributable jointly to all guests of the residence when individual responsibilities cannot be found; in structures composed of several buildings, the responsibility is attributed to all guests of the building in which the mentioned event occurred. If the damage and/or the removal concerns goods that are located in premises intended for common services, the use of which results from registers available at the reception, the liability is attributable to all those who have used the good within 24 hours prior the assessment of the damage and/or removal, when there are no individual responsibility.

- At the moment of use, the host is required to notify the staff any damage or malfunction occurred. If it is not possible to establish individual responsibility, the dispute addressed to all guests of the structure will be posted at the front desk of the residence.
5. The administration is not liable for facts or offences caused by unknown third parties to the detriment of halls' guests.
 6. If guests may be responsible of such acts or offenses they will be subject to the disciplinary measures provided in Art. 22 and ss. without prejudice to the civil or criminal action.

ART. 22 - SANCTIONS

1. The implementation of behaviours that do not comply with these Regulations or with any other provision previously disclosed to ensure the rational and economic use, the structures' control and the protection of the peaceful coexistence of the guests involves the application of the following sanctions on the offender:
 - a) written warning;
 - b) fines;
 - c) expulsion from the residence.
2. Written warning and penalty will be inflicted by the residence Head, while the expulsion is exclusive competence of EDISU Director.
3. The head of the residence and the Director of the Body will provide the interested guests with a written communication that contests the debits, assigning an end for the answer of the against part. At deadline assigned to the guest to give the answer, the residence Head or the Director will provide in compliance with the present decree.
4. The residence Head may order the temporary prohibition of the access to the structure against external guests that exhibit behaviours in violation of these provisions.

ART. 23 - WRITTEN WARNING

1. The written warning consists in a formal notice that is written and motivated to the guest.
2. On pain of a written warning from the residence Head, the guest must:
 - maintain proper behaviour marked by the mutual respect, fairness, education and civil coexistence, working with the other guests and the staff;
 - not use courtyards, halls, reading rooms and lounges plans for games or pastimes that may disturb;
 - stop all noisy activities which may disturb the neighbourhood and the other guests of the residence between 10 p.m. and 8 a.m. am, both in their own rooms and in the common spaces;
 - not introduce facilities (TV, PC, stereo, mobile sockets, etc.) or furniture and furnishing without an authorization;
 - not use courtyard to park internal and external guests' cars, motorcycles and other vehicles;
 - receive visitors in local and common services indicated by the Administration;
 - respect the cleanliness and decor of the common areas and maintain their room in sanitary and acceptable conditions, on pain of the payment of expenses related to the cleaning of such spaces by the residence staff;
 - not leave remains of food and drink in the kitchen and in the common areas, on pain of the payment of expenses related to the cleaning of such spaces by the residence staff;
 - spread out clothes in dedicated spaces;
 - observe the dispositions of the present Regulations, with the exception of cases where other, more serious sanctions are applied.



ART. 24 - FINES

1. Fine is a monetary sanction that must be paid within 48 hours after the receipt of written notice, or at the check-out from the residence if the stay lasts only one night.

2. The guest:

• **on pain of the payment of 15,00 euros, must not:**

- put on stickers or posters directly on walls, doors or furniture; display notices, signs or other outside spaces dedicated;
- keep pets of any kind in the locals of the residence and in outdoor areas related to them;

• **on pain of the payment of 30,00 euros, must not:**

- set in motion all sorts of actions or jokes (water balloons, tampering with safety and service devices, locals and equipment for the common use to students, etc.) that, because of their danger and dubious taste, may cause damages to the other guests, to the residence's staff, to the passer-by, to the neighbours and to the structures and goods in it;
- place any object on the windowsills whose presence may constitute a danger to the safety of passer-by or is prohibited by the municipal regulation in force;
- leave water dispensing and interior lights switched on when the room is empty;
- consume and/or distribute alcoholic drinks during meetings and parties without the permission of the Body Director;

• **on pain of the payment of 50,00 euros, must not:**

- receive visitors in violation of the provision of Art. 14, Para. 1, 2 and 5;
- implement moves, changes or adaptations of furniture in the rooms, remove or introduce furniture or equipment from the common areas into the rooms, proceed to disassembly, modify or other actions on furniture;
- introduce and use in the residence any equipment with electric heater (i.e. gas and electric cookers, toasters, ovens, irons, coffee makers, deep fryers, kettles), with the exception of the equipment provided in the residence's kitchen;
- organize and participate in small meetings, as stated in Art. 13, that have not been approved in advance by the Head of the residence.

• **on pain of the payment of 100,00 euros, must not:**

- tamper protected switches, smoke detectors and any device supplied by the residence;
- repeat a behaviour already sanctioned by a written warning;
- commit acts of particular seriousness;
- smoke in the locals of the residence.

ART. 25 - EXPULSION FROM THE RESIDENCE

1. The expulsion from the residence is provided by the Body Director in case of:

- non-payment of the penalty within the time allowed by Art. 24, Para. 1;
- repetition of behaviour already sanctioned by written warning and penalty;
- behaviour contrary to public order and morality;
- giving up or subletting the room to others;
- introduction in the residence of flammable materials, furnishings not fireproof, weapons, explosive and hazardous substances, narcotic or psychotropic drugs for non-therapeutic use;
- transfer or permission to use to other of the access key to the residence;
- abandonment of the bed for a period of more than two consecutive months, or until the end of the booking period. In this case, any personal belonging left in the room will be removed by the residence staff and stored in appropriate locals for a period not exceeding one month, at the end of which EDISU will give written notice to the guest's last known address, setting a deadline for the withdrawal of property. After that date, their final removal will be provided.
- events of particular seriousness;
- in other cases provided for in these Regulations.

2. In case of non-payment of the rate due, the expulsion will be provided by Head of Housing Services on recommendation of the head of residence.

ART. 26 - DAMAGES COMPENSATION

1. In order to compensate for any damage, shortage or troubleshooting caused to goods, facilities and furnishings of the residence, as well as to pay the charges for special cleaning for which the guest may become responsible, the same shall communicate to EDISU the details of the credit card by filling in a form, upon arrival at the residence, to cover any charge for the above. In the absence of credit card, the guest is required to pay any amounts due within the date of departure.

ART. 27 - INSURANCE COVERAGE

1. The guests are insured with a proper insurance policy against the injuries that may happen in the residence.
2. The Body assumes no responsibility in case of theft or damages to the assignees' personal belongings.



ART. 28 - ROOM VACATE

1. At the end of the stay, the guest must leave the room free of all personal belongings and confirm to the residence Head the date of departure from the Hall at least 3 days in advance.
2. If materials or personal effects belonging to guests who are no longer present in the residence are still deposited in the hall of residence and have not been withdrawn, EDISU will give written notice to the guest's last known address, setting a deadline for the withdrawal of goods. After that date their removal will be provided.

ART. 29 - GUESTS PRIVACY STATEMENT

1. In compliance with Legislative Decree no. 19, dated 30 June 2003, and following, personal data are 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 the data processing is the Director of EDISU.

ART. 30 - 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.



