



**LONDON STUDENT HOTEL**

# HOUSE RULES

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Even though we encourage everyone to do as they please, staying at the London Student Hotel comes with rules and responsibilities. Just like home actually, although the family is slightly bigger and the rules may be a little stricter. We are an easygoing, laid-back crowd, but don't mistake our niceness for weakness.

We know from experience that 99% of the times people respect the House Rules and the atmosphere is great; however unfortunate incidents sometimes do happen. So we are super strict when you do misbehave. Not because we want to patronize you, but because we want London Student Hotel to be a safe and comfortable place for everybody. That's why we will tackle issues and incidents promptly and with immediate consequences. Please regard the House Rules presented below so that we can create an amazing and safe atmosphere for all.

### The 2 strike method

1st Strike – we will issue the offending guest(s) with an official warning.

2nd Strike – we will terminate the contract of offending guest(s) with London Student Hotel and they will be asked to leave immediately.

#### 1. Respect staff and fellow residents

Respect all members of staff and your fellow residents. We have a zero tolerance approach to intimidation of or violence against any of our staff or guests.

#### 2. Noise & parties

For the Clubrooms and outside of the hotel there is a strict no noise policy after 10.00 pm from Sunday to Thursday and after 11.00 pm on Fridays and Saturdays. Violating this rule will lead to a Strike and an immediate fine of £100.

Complaints about noise or parties can be directed to hotel staff or to the Manager. The hotel's Management or Security Team will identify who is responsible for violating the rules.

#### 3. Vandalism

Anybody who vandalizes the property of London Student Hotel in any way, shape or form will be charged with a Strike, an initial fine of £500 + labour and replacement costs. Depending on the severity of the vandalism, it may be left to the hotel staff how to proceed, but in extreme cases we will be forced to contact the authorities. Any accidental damage may be handled as per your accommodation agreement depending on the extent of the damage and/or if you are upfront and honest about what happened.

#### 4. Emergency exits

Emergency routes and exits should remain clear at all times. It is not allowed to store any personal items or belongings in the stairways or corridors. Anyone who blocks the stairways and exit points will receive a Strike and an immediate fine of £100. Use of emergency exit doors will cause the alarm to go off and is strictly prohibited in non-emergency situations. Violating this rule will lead to a Strike and an immediate fine of £100.

**5. Smoking**

If any member of our team discovers that you are or have been smoking in the building (that includes your room), there will be an immediate charge of £150 and a Strike. Not only is smoking bad for your health, it will also prompt the fire alarm and all the consequences that comes with that.

**6. Smoke detectors**

London Student Hotel assumes no responsibility for the costs of fire alarms set off by candles, illegal smoking or wilful manipulation of smoke detectors. An immediate Strike will follow and all costs are charged directly to you. Manipulating or obstructing a smoke detector will lead to immediate termination of your contract.

**7. Drugs & weapons**

Bringing, using and/or selling illegal substances, drugs (including the use of soft drugs like marijuana, and any other similar substances) and weapons in the hotel is strictly forbidden and will lead to immediate termination of your contract and possible notification to the proper authorities.

**8. Cleaning & Refuse (short stay only)**

You are responsible for maintaining your study room in a clear and healthy state, (cleaning your own room and throwing away your own refuse. Please separate paper, glass and general waste in the right containers. Leaving refuse bags in the Club Room or outside the refuse containers will lead to a strike. Cleaning after yourself in the Club Room kitchen is expected of every resident. Not doing also leads to a strike.)

**9. Club Rooms and Community Kitchens**

You and the other residents using your kitchen are obliged to keep the communal areas and kitchen tidy and to maintain a normal level of hygiene. Even though we clean the Club Rooms every day, doing your dishes and cleaning up after you is not part of the deal. We clean the surfaces of the tables, cupboards, appliances and the floors.

By following these basic rules the kitchen will remain a place you want to be:

1. If you use the kitchens, clean up after yourself. **If you don't, we will throw away both dirty dishes and food that is lying around on the kitchen bench and table.** Don't test us, we're serious about this.
2. **Ovens and cookers** don't clean themselves. Simple rule: if you dirty it, then clean it. It's really about respecting others.
3. **The fridge is not a museum.** We know how it works: slowly but gradually fridges become a mess. Use by date products start to reek and take up unnecessary space. Please, keep the fridges tidy and clean. And leave room for the others.
4. **Be smart about your waste.** We care about recycling, please separate your refuse in the right waste bins. We sincerely hope you care. If it's not in your own interest, then at least have respect for others. Our cleaning is an extra service, because we know how nice it is if things are clean and we take pride in our hotel standards of cleanliness for everyone to enjoy.

**These simple rules** - If we identify people who systematically violate the rules, we will charge them with a Strike and an immediate fine of £100.