



## HOUSE RULES

Dear Guest,

Welcome to The Social Hub! We hope you enjoy your stay with us and also here 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 or simply enjoy your stay. If you have any questions please do not hesitate to contact any of our staff – we are pleased to help you.

If you have a problem with or a question about any of the facilities of The Social Hub please inform us as soon as possible so we can resolve the issue as fast as possible.

We are all here to study or work hard and also to have a good time. Our policy is simple; respect the building and everyone in it. We are not here to control you and spoil the fun but we do expect that you respect our building, the staff and other guests. In order to avoid any misunderstanding on what “respect” implies, please find below our house rules. For people who continue to disrespect our building and other guests, we will take the measures pointed out below.

### WELCOME DESK AVAILABILITY

The Hotel welcome desk is available 24/7. We will help you to answer all your questions but please take into account that other matters might have priority.

### GUEST POLICY

The persons who visits or accompanies the Guest or stays overnight, must show their identification document to the reception. In this case, The Social Hub is entitled to charge the Guest for additional costs related to the use of the services/ facilities reserved to the Guest by the persons who visit or accompany them.

The Social Hub withholds the right in any event to deny without reason the aforementioned persons access to the accommodation, and or stay overnight.

### 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 the following:

- Sunday to Thursday – There should be no noise (parties, music) in the community spaces, the garden and/or right outside the hotel after 23.00hrs
- Friday & Saturday – There should be no noise (parties, music) in the community spaces, the garden and/or right outside the hotel after 01.00hrs

Guests are required to clean up any garbage which they or their accompanying guests leave behind. If this is not cleaned, The Social Hub will charge the cleaning costs to anyone identified as participant in a party. Please be reminded that security cameras monitor activities throughout the building and outside areas. If we receive too many complaints from guests or neighbors, the following “3 strike” procedure will apply.

1<sup>st</sup> Complaint – We will issue the offending guest(s) with their 1st strike

2<sup>nd</sup> Complaint – We will issue the offending guest (s) with their 2nd and final strike

3<sup>rd</sup> Complaint – We will terminate the hotel contract of offending guest(s) with The Social Hub



We will have exceptions to these rules only for student parties which are officially approved by the Management of The Social Hub.

## EMERGENCY EXITS

It is not allowed to store any personal items or belongings 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 non-emergency situations.

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 financial charge of €150,-.

## SMOKING

Smoking in The Social Hub is prohibited. If any member of The Social Hub team caught you smoking in the building or finds evidence of smoking including the use of “e-sigarettes”, there will be an immediate charge of €150,-. Smoking is only prohibited within 5 metres of the main entrance door(s) of The Social Hub.

If people continue to smoke in non-designated areas or manipulate or obstruct the placed smoke detectors in any way, their stay at The Social Hub will be terminated immediately.

## 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 will lead to a €150,- fine and immediate termination of the hotel stay. In such case, the payment obligation in relation to the duration of the reservation will continue unabridged.

## 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 in relation to the duration of the reservation will continue unabridged. The Social Hub will notify the proper authorities.

## RESPECT TO OTHER GUESTS AND STAFF

Please ensure that you respect all members of staff and your fellow guests. The Social Hub is a safe and friendly environment where everybody should be treated with the same level of respect. The Social Hub has a zero tolerance approach to bullying, intimidation or violence to any of its staff or guests.

## ALCOHOL

The Social Hub Porto 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 behaviors need to be fined.

## KEYS



Please notify the welcome desk immediately if you've lost your electronic key. The Social Hub can program a new key for you. The costs for programming a new key are € 10,-.

## BIKES

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.

## BIKE INSURANCE

The Social Hub provides bike insurance to their guests for the whole period of their stay. The price of the insurance and how to order the insurance can be found on the website of The Social Hub.

Bike insurance covers only the theft of the bike. Bike insurance does not cover damages, repairs, maintenance or any other costs of loss of value;

Insurance for theft is not covered if the user ever has been fined for parking the bike not in accordance with these House Rules or in case The Social Hub can prove that the bike has ever been parked not in accordance with these House Rules;

Insurance for theft will only be covered if the student can show it still possesses the key to the lock and an official police report. After each theft, the insurance policy must be renewed and the premium of the insurance has to be paid again.

## GYM

The gym is available for all guests of The Social Hub. The gym is open 7 days a week. Opening hours can be found at the entrance of the gym. Use of the gym is at the risk of the guest. The Social Hub does not accept responsibility for any injuries that occur while using the gym equipment.

When using the gym equipment and materials ensure that everything is returned in the correct place and that nothing is taken out of the gym area. Do not misuse any of the equipment. Use of a towel in the gym is mandatory. Please try to keep the gym clean. If everyone does this the gym will be a pleasant place for all guests to work out. Please note that the gym is monitored by CCTV.



## LOBBY

The lobby is open 7 days a week from 08.00hrs – 00.00hrs (- 01.00hrs on Saturday). The lobby is available for all guests of The Social Hub and their accompanying guests. When you invite guests please also take responsibility for the actions and behavior of your guests.

The lobby should be a space for all our guests to enjoy. Please keep it clean and use furniture and equipment with respect.

## PLAY SPACES

The play space is available for all guests of The Social Hub. The play space is open Sunday to Thursday from 9:00 to 23:00 and Friday to Saturday from 09:00 to 24:00. When using all games equipment, ensure that all equipment is returned in the correct place and nothing is taken out of the area. We expect you to respect our play spaces and community spaces. Keep these spaces clean and inform us of any damages. This area is monitored by CCTV.

## ROOM

It is forbidden to apply nails, screws, etc. in walls, floors and ceilings of your room. It's also 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.

In the building permit of The Social Hub it is stated the municipality does not allow displaying flags, posters or any other decoration in the windows. Any decorations in the windows has to be removed immediately.

## CLEANING

For semester bookings, a complimentary room cleaning is included in the booking (once per month). On the scheduled cleaning day, The Social Hub cleaning service will perform the linen change. Semester guest is responsible of the linen and towels The Social Hub provides, therefore damages or missing items reported by the cleaning service will be fined. In your scheduled cleaning day, make sure that all the surfaces, bed and floor are clear of your stuff as much as possible. The semester guest is responsible to keep for the cleanliness of the room. A semester guest can book an additional room cleaning service. In case we observe that a guest does not meet the normal hygiene level and does, after two (2) warnings of the staff, not improve this, the room cleaning service can be made compulsory. The cost for the additional room cleaning will be charged to the guest. Semester guest need to report only at the Community hosts of The Social Hub any possible issues or questions related to the cleaning. It's not allowed to discuss about cleaning topics with the cleaning service team.

## COMMUNAL KITCHEN

It is mandatory to clean with disinfectant spray all the provided stations and surfaces after use. We provide a communal kitchen to all our community members. It's full of great facilities, equipment and even your own locked fridge! Oh wait, even dishwashers, isn't it great? Now here's what to know:

- All guests are responsible for the cleaning of the communal kitchen and pantries
- When you use a cooking station you must clean and take 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. The cooking stations need to be cleaned as soon as you finish cooking to allow other community members to use a cleaned space
- Every student has an individual fridge box and a dry box and is responsible of its cleaning
- The Social Hub will provide you 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, scrubs and soap for you to use responsibly and ensure you are able to clean
  - The Social Hub will charge an extra cleaning fee (from 50€ to 100€) to those students that do not respect the cleaning rules and the communal kitchen and pantries well-being.
- Cleaning: At check-out time, The Social Hub will charge an extra fee for every missing or damaged item in your kitchen pack.

## GARBAGE

Students are responsible for throwing their own trash from his/her/their room into the appropriate garbage and recycling containers located inside the hotel. The Social Hub team is glad to show you this place in accordance with Council regulation on garbage and separate waste collection. Please take into account that the pantries or communal kitchen bins are only for the waste of these spaces. The Social Hub is committed to minimize our footprint, therefore we ask all our guests to recycle and be mindful of their waste sorting by respecting the bins provided. All improper behaviors need to be fined (from 50€ to 100€).

## VISITORS

Students can have a maximum of one visitor at a time in their room and in all public spaces. No visitors are allowed after 11 pm. Please pay attention:

- It's not allowed to invite external guests entering from secondary entrances
- All visitors 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 Welcome for the passport/ID check
- All students are responsible for the action and behaviour of all their guests and they will respond for possible damage charges requested
- Students must notify the Community hosts when their visitors are leaving
- For all students in Twin Rooms: visitors are only allowed during daily hours and in the Community spaces

Please notice that in case these rules are not observed an Official Warning will follow.

## UNATTENDED ITEMS

Make sure to take care of your personal belongings and carry them with you at all times. The Social Hub is not responsible for the items left in any of the common areas unattended.

## MAIL AND PACKAGES

Mail and packages that are delivered at the welcome desk will be sorted and distributed during the night after delivery. Please always indicate your room number in your address when you register somewhere or when you order something. Mail or packages that have no room number in the address will be delayed in delivery or may end up in the box for unsorted mail.

The Social Hub does not accept responsibility for mail or packages that are damaged or that got lost.

The Social Hub will keep all mail for guests that have left for 3 weeks after receipt of the mail. After 3 weeks the mail will be returned to the sender.



## PETS

Pets are not allowed in rooms at The Social Hub, except for guide dogs.

## RESPONSIBILITY FOR VANDALISM OF THE SOCIAL HUB'S 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. Anybody who is vandalizing the property of The Social Hub will be charged with an initial fine of €100,- and labor and replacement costs. If the vandalism results in loss of turnover for The Social Hub the perpetrator will also be charged for this loss of turnover.

Depending on the severity of the vandalism, it will be left to the discretion of the Hotel Manager on how to proceed. Any accidental damage caused may be handled without any charge if guests are upfront and honest about what happened.

## CCTV

For your safety and the safety of the other guests of The Social Hub CCTV footage in the community spaces are recorded and filed. In case of serious incidents on our property The Social Hub will provide the CCTV images to the proper authorities.

## TECHNICAL ISSUES

Please always report technical at the welcome desk. We will process technical malfunctions as soon as possible during office hours on week-days. Urgent issues will be dealt with as a priority and will be handled urgently. Our technical staff is able to enter your room. You do not have to be present for repairs to be carried out.

## INTERNET USE

The Social Hub offers its guests free Wi-Fi. We strictly prohibit our guests from using 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 to benefit from our Wi-Fi network. Any use of the Wi-Fi network for illegal activities and use of private networks or routers can lead to fines and cancellation of the contract as stated in the Terms and Conditions.

## DEPOSIT AND ROOM INVENTORY CHECK

- The Social Hub may require the Guest to pay a deposit as a security for unpaid invoices or as compensation for damages caused by the Guest and/or any outstanding fines. The Social Hub will hold the deposit for the period of stay of the Guest. The Guest and/or the Contracting Party cannot claim any interest on the held deposit.
- Within 48 hours after arrival the Guest is obliged to perform a room inventory and bike check. Any missing or damaged items must be indicated by the Guest to The Social Hub.
- The Social Hub will return the deposit to the Guest and/or Contracting Party after check-out of the Guest. Any outstanding payments and charges will be deducted from the deposit. Please note that the balance of the possible e-wallet will not be refunded.



- The deposit will be paid to the account from which it was transferred to The Social Hub. If this account is no longer active the Guest must request transfer to another account in writing prior to its check-out. Failing to inform The Social Hub before check-out will delay the deposit return.
- If The Social Hub has made the deposit payment and the money transfer was refused because the account or credit card it was paid to is closed, expired or blocked the deposit transfer will be delayed. Furthermore The Social Hub will deduct an administrative charge of €25,- from the deposit for making a new transfer.
- In case the bank account or credit card to which the deposit payment was made is no longer assigned to the Guest or the Contracting Party and has already been issued to another person or entity and The Social Hub has not been informed about this beforehand, The Social Hub can only payout the deposit after the initial transfer has been returned by the new account or credit card holder.

## NOTIFICATIONS

The Social Hub is authorized to refuse you access to the hotel when violating the House Rules as mentioned above. For more information about The Social Hub or any of our services, take a look at our website, and/ or our Guest Directory which you have received with our pre arrival email.