



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 hotel and everyone in it. We are not here to control you and spoil the fun but we do expect that you respect the hotel, our staff and other guests. In order to avoid any misunderstanding on what “respect” implies, please find below our house rules for the hotel. For people who continue to disrespect our hotel, staff and other guests, we will take the measures pointed out below.

WELCOME DESK AVAILABILITY

The 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.

PARTIES AND NOISE

We understand that everyone likes to have fun. But in order to minimize complaints from other guests and neighbors we ask you to respect that there should be no noise (parties, music) in the communal areas, the garden and/or right outside the hotel after 22.00hrs.

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.

- 1st Complaint – We will issue the offending guest(s) with their 1st strike
- 2nd Complaint – We will issue the offending guest (s) with their 2nd and final strike
- 3rd Complaint – We will terminate the hotel contract of offending guest(s) with The Social Hub

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



CHECK OUT - HOTEL STUDENT STAY GUESTS

Before your check out, a room check will be scheduled and performed by our Technical Department during which your presence is necessary. Any item left in the room after check-out will be discarded and extra reasonable charge for removal and cleaning will be applied..

EARLY CHECK OUT AND CANCELLATION - HOTEL STUDENT STAY GUESTS/EXTENDED STAY GUESTS

The check-in and check-out date are set at the moment of booking. The hotel fee is due from and until that date also in the case of later arrival or early departure. In case you wish to cancel your reservation and terminate your contract, you can request it by sending an email to our reservations department: reservations@thesocialhub.co and your request will be taken care of. Note that in the booking process you are requested to agree to the terms and conditions where cancellation policies are stated.

EMERGENCY EXITS

It is not allowed to store any personal items or belongings near or in the stairways or corridors of The Social Hubs. 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-cigarettes", there will be an immediate charge of £150. Smoking is only prohibited within 5 meters 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 Glasgow is very sensitive about a correct and responsible use 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, we expect all guests to consume alcohol responsibly. Any improper behavior as a result of excessive alcohol consumption will result in a fine as reasonably determined by The Social Hub.

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 by signing at the welcome desk (Hotel Stay and Extended Stay guests) or with the TSH bike app (Hotel Student Stay-guests). Bike insurance is not included.

When you are collecting a bike it is very important that you check the bike and highlight any pre-existing damage. You should be aware that if any new damage is found upon return of the bike, you will be held liable.

BIKE INSURANCE

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



The insurance fee is:

- £35 covering from 1 to 4 months
- £70 covering from 5 to 10 months

Bike insurance will commence once payment has been made.

Insurance for theft will only be covered if the guest can show it still possesses the key to the lock and an official police report has been filed.

The insurance policy applies to one bike. As such, if a bike is stolen, then a new insurance policy must be taken out for any subsequent bike and the insurance fee will have to be repaid.

In the event that the bike is stolen, the costs will be:

- £90 if you have opted for bike insurance, or
- £350 if you do not have bike insurance.

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.

LAUNDRY

The laundry room is opened 24/7. Please note that detergent and softener are already inside, so do not use any pods. Irons can be used only inside the laundry room and cannot be taken to the room. Please respect the shared laundry room and respect the machine timings. Once your laundry is complete please remove your personal belonging and allow other guests to use it. Do not leave your belongings unattended. After 24H they will be collected and donated.

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. Outside areas are open till 22.00 hrs.

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 communal areas. 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.

The Social Hub does not allow the displaying of flags, posters or any other decoration in the windows. Any decorations in the windows have to be removed immediately.

CLEANING

Room cleaning and linen is included in the price for Hotel Student Stays. All rooms booked as a Hotel Student Stay will be cleaned and linen will be changed on a monthly basis.

On the scheduled cleaning day, The Social Hub cleaning service will perform the linen change. The 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 to the guest. On your scheduled cleaning day, please make sure that all the surfaces, bed and floor are clear of your stuff as much as possible. The guest is responsible for the cleanliness of the room. A Hotel Student Stay guest can book an additional room cleaning service against additional payment, more information can be obtained at the Welcome Desk. In case we observe that a guest does not meet the normal hygiene level and does not after two (2) warnings of the staff improve this, the room cleaning service can be made compulsory. The cost for the additional room cleaning will be charged to the guest.

All cleaning queries should be directed towards the hotel staff and not the third party cleaning service team.

SHARED KITCHEN - CLEANING

All guests are responsible for the cleaning of the shared kitchen. The shared kitchens will be cleaned 2x per week by our housekeeping team.

The Social Hub will charge an extra cleaning fee (between £50 and £100) to those Hotel Student Stay guests that do not respect the cleaning rules of the shared kitchen.



GARBAGE

Hotel Student Stay guests are responsible for throwing their own trash from his/her/their room into the appropriate garbage and recycling containers located inside the hotel in accordance with Council regulation on garbage and separate waste collection and any other guidelines provided by The Social Hub. The Social Hub team will be glad to show you where this is. 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 minimising our footprint, therefore we ask all our guest to recycle and be mindful of their waste sorting by respecting the bins provided. All improper behaviors will be fined (between £50 and £100).

VISITORS

Hotel Student Stay guests can have a maximum of one visitor at a time in their room and in all public spaces. No visitors are allowed after 11pm. Please be aware:

- Visitors must not enter the hotel 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 speaks to a receptionist at the Welcome Desk to complete their passport/ID check;
- All Hotel Student Stay guests are responsible for the action and behaviour of all of their guests including any damage charges incurred as a result of their guests' action and behaviour;
- Hotel Student Stay guests must notify the hotel when their visitors are leaving the hotel;
- For all Hotel Student Stay guests in Twin Rooms: visitors are only allowed during daily hours and in the communal area. For the avoidance of doubt, if you have a Twin Room, visitors are not permitted in your room.

If the guest or someone accompanying a guest violates the House Rules or acts in such a way that the order, peace and quietness or normal operation of The Social Hub are jeopardized, The Social Hub will set a reasonable deadline to remedy the situation or send the guest a warning. If the guest or someone accompanying a guest continuous to violate the House Rules after the set deadline or warning, The Social Hub has the right to terminate the Hotel Agreement with immediate effect, and the guest and anyone accompanying the guest must leave the Hotel upon first request. To the extent permitted by law, if The Social Hub is of the opinion that the violation is so serious or of such a nature that a deadline or warning would be pointless, The Social Hub will be entitled to terminate the Hotel Agreement immediately without warning.

OVERNIGHT

You may have overnight guests if your room type allows it. Only Standard Queen room types allow it. If you have booked a Twin room or a single (standard single or economy single), you cannot invite guests to sleep with you in the room. If you have a Standard Queen room, then you are allowed an overnight guest for a maximum of 7 nights per month. Only one visitor at a time is allowed to stay overnight.



UNATTENDED ITEMS IN THE COMMUNAL AREAS

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

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 lost.

The Social Hub will keep all mail for guests that have left for 3 weeks after receipt of the mail. Please contact reception if you have mail at the hotel. If no contact has been made then after 3 weeks, the mail will be returned to the sender.

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.

PETS

You are not allowed to keep any pets in any of the rooms at The Social Hub, except for guide dogs which should be discussed with the hotel prior to booking.

RESPONSIBILITY

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 as well as any additional 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 communal area 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 any technical issues at the Welcome desk. We will process all technical issues as soon as possible during office hours on weekdays. Urgent issues will be dealt with as a priority and will be handled urgently.

If there are technical issues in your room, please be aware that our technical staff will need to enter your room and will do so at their earliest convenience. You do not have to be present for repairs to be carried out in your room.

Please use your Do Not Disturb sign if you would not like our technical team to enter your room at any specific time and we will arrange for them come back later.

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.

NOTIFICATIONS

The Social Hub is authorized to refuse you access to the hotel if you violate the House Rules as mentioned above. For more information about The Social Hub or any of our services, please take a look at our website or get in touch with our team.