



HOUSE RULES

Dear guests, we kindly ask you to respect the following house rules:

- ! Each guest is **obliged** to report their arrival at the reception desk by showing the valid document. Document will be returned to the guests after entry in the guestbook.
- ! The reception desk of Student dormitory Ivan Goran Kovačić and Student dormitory Trsat is open every day **from 06:00 AM to 10:00 PM. From 10:00 PM to 6:00 AM** in Student dormitory Ivan Goran Kovačić and Student dormitory Trsat at your disposal there is night guard who is located on reception desk.
- ! Reception desk's and night guard's phone numbers in **Student dormitory Ivan Goran Kovačić** are: **+385 (0)51 672 422** and **+385 (0)99 265 3894**
- ! Reception desk's phone numbers in **Student dormitory Trsat** are: **+385 (0)51 584 544** and **+385 (0)99 469 6296**.
- ! Electricity voltage is **220 V**.
- ! In case of fire, please consult **evacuation plan**. If threatened, guest is required to save lives of other guests and property of accommodation facilities, if he or she does not endanger his own life. When there is a direct threat to the health or safety of persons and property in the accommodation facilities, the guests are required to inform reception of the accommodation facility. Depending on a nature of the threat, guests are required to inform the relevant service on **112**.
- ! **Water** is a precious resource, so we kindly ask you to be careful with this issue and close taps properly.
- ! Guests **are required** to keep and use the property of the Student Centre Rijeka (in further text: Centre) in a way and for the purposes that was intended for. The reception staff should immediately be informed about any damage. Room inventory is intended for using during your stay. It is not allowed to take or move the inventory out of the room. **Please note that you are responsible for damages that occur by your fault and that you are obliged to pay for it. Pricelist is located at the reception desk.**
- ! In order to keep the Centre's property it is **not allowed**: to attach posters, pictures, calendars, papers on the walls, doors, furniture and windows; to hammer nails on the walls, doors, furniture and windows; to transfer and move room inventory, to use electrical appliances that are not the property of the Centre (except hairdryer and shaver); to make any other action that would cause damage in accommodation facilities.
- ! In accommodation facilities there is **strictly forbidden**: carrying and possession of any kind of weapons; carrying and possession of flammable and explosive substances, materials which have strong and unpleasant smell, sprays under pressure and other chemicals; entering food which is perishable or entering a large quantities of food; entering items which are not intended for personal use (e.g. advertising or promotional materials); causing or provoking fights and disturbances; entering, reselling and consuming the drugs or smoking in any of the accommodation facilities; entering and carrying of alcohol, usurpation of someone's property; encouraging racial hatred with words or deeds; falsifying documents or providing false informations; bringing pets; destroying or damaging Centre's property; not reporting damages on property of the Centre or not taking measures to prevent damages; not reporting diseases; receiving visits in prohibited time; allowing entry to people who are not guests; making any inappropriate behavior or performing actions that harm the peace and order in the facilities of accommodation and facilities around the accommodation; gambling; throwing food waste and other items out of places which are designated for that purpose; throwing food and other items out of the window; doing any other action that would cause a damage in the accommodation facilities; hanging laundry and other items in the hallways, on windows and facades of accommodation buildings; taking inventory from the Centre's food facilities; misusing fire detection system; leaving dangerous and harmful items on the reception; making any other action that can cause environmental pollution; doing any action or behavior that are contrary with the provisions of this House rules.
- ! Visitors can enter the accommodation facilities only with the permission of the receptionist. The resident who has received a visit is responsible for any disruption of order which can be done by visitor, including any violation of this House rules.
- ! **The Centre has a right to refuse to provide the services to guests who roughly violate the provisions of this House rules and who are making damage or disturbing other guests in the accommodation facilities of the Centre.**
- ! **The manager of student dormitory or the director of the Centre can without explanation evict a person placed in accommodation facilities of the Centre if they consider that the treatment and the stay of the person is associated with the emergence of harmful events or risk of harmful events.**
- ! Please make sure you close the room when leaving. The guests are not required to leave the door key / card at the reception every time they leave the accommodation facility; that is required only on their departure.
- ! Guests are **strongly advised** to take care of their personal belongings and precious items during their stay. The Centre does not assume any responsibility for possible disappearance of money or other valuable items in room. Lost and found items please report at the reception.
- ! Please do not disturb other guests with loud noise in rooms, hallways and public areas especially in the period from **10:00 PM to 07:00 AM**.
- ! Check-In is available from **01:00 PM**.
- ! On the day of departure it is necessary to leave the room by **10:00 AM**. If you stay in the room after 10:00 AM you must pay for one more day. **On the day of departure the employees of the Centre will check the-rooms and room inventory in guest's presence.**
- ! During your stay all the information can be disposed at the reception desk as well as any help you need.

Dear guests, we wish you a pleasant stay!



GENERAL CONDITIONS OF RESERVATIONS AND PAYMENT OF DAMAGE COMPENSATION

- ! Student Centre Rijeka (in further text: Centre) offers accommodation service to guests who are coming in organization of University of Rijeka and its constituent (Faculties) or in organization of Polytechnic of Rijeka (in further text: Client). To make a reservation of accommodation, Client must deliver to the Centre by post or by e-mail an order form, filled, signed and verified by Client's director/dean.
- ! Valid order form contains complete and true informations and it is signed and verified by the responsible person of Client.
- ! Accommodation in Student dormitory Trsat is limited to target groups associated with University of Rijeka and its constituent. Accommodation in Student dormitory Trsat can be given in accordance with project TRIS.
- ! In case that valid order form is not deliver, Centre is not obliged to provide accommodation service.
- ! Centre will inform responsible person of Client (dean, principal, head) about reservation of accommodation facilities.
- ! Client is obliged to inform about reservation and obligation of payment the legal or private person who will pay invoice for accommodation services.
- ! Upon receipt of valid order form from Client, Centre will check availability of accommodation facilities and inform Client if reservation is possible. If accommodation facilities are available in period specified in order form, Centre will inform Client about it by e-mail and deliver to Client confirmation of reservation, house rules, general conditions of reservations and payment of damage compensation and price list for accommodation services.
- ! Centre can ask from Client or guest to pay accommodation services in advance (prepayment) in total or in part of amount.
- ! In case of unforeseen circumstances that are beyond the control, Centre reserves the right to change reservation.
- ! If Client or guest don't cancel reservation at least 48 hours before scheduled arrival (up to 1:00 PM two days before scheduled arrival), Centre will send to a guest or to a Client a receipt for damage in amount which is equal to amount of accommodation service for one night. Compensation for damage will be charged to a legal or private person depending what is indicated in the order form. This will not apply in the case if Client or Centre has found another guest or in case of unforeseen circumstances. Client will have to provide to the Center evidence that unforeseen circumstances have occurred.
- ! If the guest did not come and did not cancel the reservation on time, Centre will cancel reservation of accommodation facilities for the whole reservation period (in case that accommodation unit is reserved for more than one night). In this case, Centre will send to a guest or to Client a receipt for damage in amount which is equal to amount of accommodation service for one night. Compensation for damage will be charged to a legal or private person depending what is indicated in the order form. This will not apply in the case if Client or Centre has found another guest or in case of unforeseen circumstances. Client will have to provide to the Center evidence that unforeseen circumstances have occurred.
- ! If guests make check – out from accommodation facility earlier that is specified in order form and if guest or Client don't inform Centre about earlier departure at least 24 hours before check – out, Centre will send to a guest or to Client a receipt for damage in amount which is equal to amount of accommodation service for one night. Compensation for damage will be charged to a legal or private person depending what is indicated in the order form. This will not apply in the case if Client or Centre has found another guest or in case of unforeseen circumstances. Client will have to provide to the Center evidence that unforeseen circumstances have occurred.
- ! If accommodation service was paid in advance and it was not announced guest's non-attendance on time, Centre will keep the reservation as long as accommodation service is paid. In that case the money will not be returned. This will not apply in the case if Client or Centre has found another guest or in case of unforeseen circumstances. Client will have to provide to the Center evidence that unforeseen circumstances have occurred.
- ! If accommodation service is paid in advance and it was announced guest's non-attendance on time, Centre will return full amount of money.
- ! If guest or Client do not pay receipt for accommodation, Centre will initiate enforcement proceedings and call police.
- ! If guest will stay in accommodation facility more than 30 days, guest or Client need to pay accommodation services every 15 days.
- ! Guest who causes damage in room is obliged to pay compensation for damage according to the price list which is located at the reception desk.
- ! Sojourn tax will be charge in accordance with a Sojourn Tax Act (NN52/19).
- ! If you have any compliments or complaints, please contact us on e-mail address: scri.uniri@scri.hr