

# SCHOOL REGULATIONS

## Advanced Federal Diploma of Higher Education in Hospitality Management

Leading to the Bachelor of Science in Hospitality Management,  
with a focus on International Business and Sustainability

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## 1 THE PROGRAMME

- 1) The Advanced Federal Diploma of Higher Education in Hospitality Management programme at SHL Schweizerische Hotelfachschule Luzern leads to the federally recognised and legally protected title «Dipl. Hoteliere-Gastronomin HF» or «Dipl. Hotelier-Gastronom HF».
- 2) Graduates of the Advanced Federal Diploma of Higher Education in Hospitality Management programme manage hotel and catering businesses; they assume entrepreneurial and business management responsibility.
- 3) Holders of the qualification «Dipl. Hoteliere-Gastronomin HF» or «Dipl. Hotelier-Gastronom HF» have the option to obtain the academic degree «Bachelor of Science in Hospitality Management, with a focus on International Business and Sustainability» by completing the Top-Up Bachelor's programme, which is offered by the Lucerne University of Applied Sciences and Arts HSLU (hereinafter referred to as HSLU). The title is accredited by the Swiss federal government in accordance with the Bologna Declaration. The admission requirements of HSLU (in particular regarding English language proficiency) apply.

### 1.1 VALIDITY OF THESE SCHOOL REGULATIONS

These School Regulations apply solely to components of the Advanced Federal Diploma of Higher Education in Hospitality Management programme. From semester 6.2 (Top-Up Bachelor's programme) onwards, the academic regulations as well as the examination and promotion regulations of HSLU shall apply.

### 1.2 LEGAL PRINCIPLES

The School Regulations and the degree programme are based on the following legal requirements:

- Bundesgesetz über die Berufsbildung (BBG) vom 13. Dezember 2002 (SR 412.10)  
*Federal Act on Vocational and Professional Education and Training (VPETA) of 13 December 2002 (SR 412.10)*
- Verordnung über die Berufsbildung (BBV) vom 19. November 2003 (SR 412.101)  
*Ordinance on Vocational and Professional Education and Training (VPETO) of 19 November 2003 (SR 412.101)*
- Verordnung des Eidgenössischen Volkswirtschaftsdepartements (EVD) über Mindestvorschriften für die Anerkennung von Bildungsgängen und Nachdiplomstudien der höheren Fachschulen (MiVo HF) vom 11. September 2017 (SR 412.101.61)  
*Ordinance of the Federal Department of Economic Affairs (FDEA) of 11 September 2017 on minimum requirements for the recognition of PET courses and postgraduate studies (MiVo HF) (SR 412.101.61)*

- Gesetz des Kantons Luzern über die Berufsbildung und die Weiterbildung (SRL 430) vom 12. September 2005 und der dazugehörenden Verordnungen  
*Law of the Canton of Lucerne on Vocational and Professional Education and Training and Continuing Education and Training (SRL 430) of 12 September 2005 and the associated ordinances*
- Rahmenlehrplan für den Bildungsgang HF Hotellerie und Gastronomie: dipl. Hotelier-Gastronom HF, dipl. Hoteliere-Gastronomin HF vom 6. Juli 2021  
*Framework Curriculum for the HF Hotel and Gastronomy Course: Dipl. Hotelier-Gastronom HF, Dipl. Hoteliere-Gastronomin HF of 6 July 2021*

### **1.3 STATE ACCREDITATION, QUALITY CERTIFICATION AND MEMBERSHIPS**

The programmes at SHL Schweizerische Hotelfachschule Luzern are:

- State recognised in accordance with the Federal Vocational Training Act. SHL is subject to supervision by the federal government and the Canton of Lucerne.
- EduQua certified. EduQua is the Swiss quality certificate for continuing education institutions, awarded by the State Secretariat for Economic Affairs (SECO), the State Secretariat for Education, Research and Innovation (SERI) and the Swiss Association for Association for Continuing Education (SVEB).
- SHL Schweizerische Hotelfachschule Luzern ensures the high quality of its lecturers: The SHL lecturers have a university degree, a higher professional degree or an equivalent qualification in the fields in which they teach. They also have a vocational, pedagogical and didactic training in the form of a diploma as a Certified Lecturer at Colleges of Higher Education. HSLU regulations apply with respect to the degrees and training of HSLU lecturers.

SHL Schweizerische Hotelfachschule Luzern is a member of the following institutions:

- Konferenz Höhere Fachschulen  
*Conference of Colleges of Higher Education*
- Fachkonferenz Höhere Fachschulen, Bereich 2, Tourismus, Hotellerie & Gastronomie, Facility Management  
*Specialised Conference of Colleges of Higher Education, Area 2, Tourism, Hotel & Gastronomy, Facility Management*
- Edusuisse
- ODEC, Schweizerischer Verband der Absolventinnen und Absolventen Höherer Fachschulen  
*ODEC, Swiss Association of Graduates of Colleges of Higher Professional Education*
- IG HBB, Interessengemeinschaft Höhere Berufsbildung Zentralschweiz  
*IG HBB, Interest Group Higher Vocational Education Central Switzerland*
- TFL Tourismus Forum Luzern  
*TFL Tourism Forum Lucerne*

- Wirtschaftsförderung Luzern  
*Business Promotion Lucerne*
- Schweiz Tourismus  
*Switzerland Tourism*

## 1.4 STRUCTURE

- 1) The programme develops comprehensive business management, entrepreneurial and interdisciplinary skills for demanding management tasks in the hospitality industry.
- 2) For students starting their studies in August/September, the programme consists of 6 in-school semesters and two internship semesters, totalling 4 years. The course progression is:

Semester 1, 2, 3, 4, 5, 6.1, 6.2, 7, 8

- 3) Students starting their studies in February, can opt for either of the following course progression options, both totalling 4.5 years.

### Option A

Semester 1, 2, 3, 4, gap semester, 5, 6.1, 6.2, 7, 8

Option B (advisable for students on a study visa who wish to stay in Switzerland during the gap semester)

Semester 1, 2, 3, 5, 6.1, 4, gap semester, 6.2, 7, 8

The gap semester can be used for another internship or management training, or studying a language, and the choice is at the discretion of the student. Permit restrictions for staying in Switzerland during this gap semester may affect non-EU students who opt for Option A.

- 4) The school semesters at SHL (excluding holidays) are:

Semester 1	Food and Beverage Operations	20 weeks
Semester 3	Rooms Division Operations	20 weeks
Semester 5	Hospitality Business Administration	14 weeks
Semester 6.1	Hospitality Management	14 weeks

The semesters are to be completed in this order, unless SHL deems a change is required to enhance the student experience, and/or due to insufficient enrolments and/or for other circumstances beyond its control.

- 5) The two internship semesters are an integral part of the programme:

Semester 2	Food & Beverage Industry Internship	24 weeks
Semester 4	Rooms Division Industry Internship	24 weeks

The combined duration of the two internship semesters shall be no less than 43 weeks.

The internship semesters are to be completed following the corresponding in-school semester. At least one of the internships must be accomplished in Switzerland.

- 6) SHL advises and supports students in their search for suitable SHL approved companies for internships.
- 7) The Top-Up Bachelor's programme at HSLU consists of the following semesters:

Semester 6.2	Introduction to International Business & Sustainability	12 weeks
Semester 7	International Business Management	20 weeks
Semester 8	Innovation & Entrepreneurship	20 weeks

## 1.5 ORGANISATION

- 1) SHL Schweizerische Hotelfachschule Luzern is a foundation and is strategically managed by the Board of Trustees.
- 2) The operational management of SHL Schweizerische Hotelfachschule Luzern is transferred to the Directorate. The Directorate decides on all questions of the school operation, as far as the responsibility is not expressly delegated to another body. The Directorate is responsible for all admission and progression decisions as well as disciplinary measures.
- 3) The Diploma Examination Board, appointed by the Board of Trustees, supervises the execution of the Advanced Federal Diploma examinations. HSLU regulations apply for the Bachelor's examinations.

## 1.6 COURSE SUBJECTS

The course subjects, their content and the number of lessons are determined by the Directorate at the beginning of each school year according to specifications of the national curriculum framework.

## 1.7 PROGRESSION AND INTERNSHIP REGULATIONS

- 1) The Progression and Examination Regulations issued separately by the Board of Trustees shall regulate in detail the following provisions: the conditions under which a semester is passed and the cases in which subsequent examinations for the subsequent passing of a semester are possible. They regulate the conditions for graduation, the examinations and the marking.
- 2) The Internship Regulations issued separately by the Board of Trustees, regulate the internship semesters in detail, taking into account the further provisions.
- 3) From semester 6.2 (Top-Up Bachelor's programme) onwards, progression is governed by the regulations of HSLU.

## 2 ADMISSION

Since places on the programme are limited, the Directorate determines any further criteria required for admission and makes the appropriate selection and decision.

Admission may be subject to conditions. The Directorate reserves the right to conduct an assessment of suitability in advance.

### 2.1 AGE AND ACADEMIC REQUIREMENTS

- 1) Age:  
18 years (at the start of the first semester)
- 2) Academic Requirements:
  - a) A recognised High School diploma or a Swiss Matura or EFZ (Federal VET Diploma) qualification or equivalent
  - b) The Directorate decides on the admission of holders of other qualifications.
- 3) The Directorate decides on any exceptions to the admission requirements listed above.

### 2.2 LANGUAGE REQUIREMENTS

- 1) The language of instruction on the programme is English. An English language certificate with the following minimum requirements must be presented for admission:
  - a) IELTS 6.0
  - b) TOEFL (iBT) minimum 70 points
  - c) University of Cambridge English Certificate, minimum score 170
  - d) Other English language qualifications or results, such as the International Baccalaureate Diploma, may also be accepted. The decision of recognition is made by the Directorate.
  - e) Alternatively, proof of attendance at a school with English as the main language of instruction for at least 5 years may be submitted. The decision on recognition is made by the Directorate.
- 2) For students needing a study visa to enter Switzerland, the specific English proficiency certificate accepted by the relevant Swiss Embassy or Consulate for the study visa application apply.
- 3) Before entry into semester 6, proof of knowledge of a second foreign language (besides German and English) at Common European Framework of Reference (CEFR) for Languages level A2 is required by means of a recognised certificate or SHL internal language test. The proof must be handed in 90 days before beginning of the semester at the latest. The separate «Languages» information sheet regulates the respective recognitions.
- 4) Students whose mother tongue is a language other than German or English and who have received their education in their native language may apply for an exemption from this requirement. A detailed written request must be submitted to the Directorate, and school reports must be enclosed as supporting evidence.

### **3 CREDIT FOR EDUCATIONAL ACHIEVEMENTS ACQUIRED ELSEWHERE**

Exemption from school semesters, select modules or internships are considered on a case-by-case basis following consideration of educational achievements acquired elsewhere. Generally, the following requirements apply:

#### **3.1 EXEMPTION FROM SCHOOL SEMESTERS AND SPECIALISED INTERNSHIPS**

- 1) Students who have completed basic training in the hospitality industry with a Federal Certificate of Proficiency (EFZ) may be exempted in part from either semester 1 or 3 and/or from the respective specialised internship:
  - a) EFZ chefs and EFZ dietary chefs from the culinary arts module of semester 1 (10 weeks) and from the specialised F&B internship (semester 2). Nevertheless, it is recommended that students gain professional experience in the field of restaurant service following the completion of the Service Excellence module in semester 1.
  - b) Restaurant specialists EFZ from the F&B service module of semester 1 (10 weeks) and from the specialised F&B internship (semester 2). Nevertheless, it is recommended that students gain professional experience in the field of culinary following the completion of the Culinary module in semester 1.
  - c) EFZ chefs and EFZ dietary chefs with a second apprenticeship as an EFZ restaurant specialist (or vice versa) from semester 1 and from the specialised F&B internship (semester 2)
  - d) Hotel clerks HGT (Hotel-Gastro-Tourism) EFZ from semester 3 and from the Rooms Division internship (semester 4)
  - e) Hotel communication specialists EFZ from semester 1 and from the specialised F&B internship (semester 2) or from semester 3 and from the Rooms Division internship (semester 4), depending on previous professional experience
  - f) Hotel specialists EFZ from one of the internships (semester 2 or 4), depending on previous professional experience
  - g) System catering specialists EFZ from the specialised F&B internship (semester 2)
- 2) Direct entry to semesters 3, 5 and 6.1 may be possible, subject to a decision by the Directorate. Exemptions for direct entry and transfer students, for other professional hospitality qualifications and for foreign vocational and professional hospitality qualifications are considered individually.
- 3) Any exemption from a semester and/or internship semester due to other reasons is subject to the decision of the Directorate.
- 4) Exemption is possible from maximum one school semester and one internship. This regulation does not necessarily apply to direct entry applicants and/or transfer students

from other hotel management schools.

- 5) Exemption from school semesters and/or internships must be applied for in writing (enclosing the certificate of proficiency) when registering for the programme.
- 6) If students wish to cancel their dispensation for a semester, they must inform the School Administration in writing by e-mail to [info@shl.ch](mailto:info@shl.ch) at least 90 days before the start of the semester. The current availability in the desired semester applies.
- 7) In the case of an extended internship (for definition please see Internship Regulations), students are obliged to cover and pay the education contribution. This regulation differs from the conventional exemption, where no training contribution is due. It is at the discretion of the internship company to pay this contribution voluntarily, as there is no obligation to do so without an internship contract. The exact contribution to be paid is stipulated in the Internship Regulations. Internships completed abroad are generally exempt from the obligation to pay the training contribution.

## **3.2 EXEMPTIONS FROM SUBJECTS**

### **3.2.1 Exemption from a single subject**

- 1) Exceptionally, students may be exempted from a particular subject during a semester. Requests must be submitted in writing no later than the first week of the semester, stating the reasons, to the Directorate. Students must provide proof that they have obtained at least an equivalent qualification in the corresponding subject (professional certificate, federal diploma or similar).
- 2) Students must sit the mid-term and final semester examinations in the subject in which they are exempted from classes (with the exception of German).
- 3) Exemptions from the subject German are governed by the provisions set out in these School Regulations.
- 4) Exemption from a subject does not entitle the student to any reduction of the fees.

### **3.2.2 Exemption from the subject «German»**

- 1) Students who can prove that they have advanced knowledge of German (at least a level B2 of the European Language Reference Framework) can be exempt from German lessons and examinations in all semesters. Recognised German language certificates at levels B2, C1 and C2 are considered as proof. These must be enclosed with the application for exemption. The separate «Languages» information sheet regulates the respective recognitions.
- 2) For students who cannot provide this proof, but who nevertheless have a good knowledge of German, the school organises an internal examination test.
- 3) If students are exempt from the subject «German», they are exempt from lessons and examinations in all semesters. The subject «German» is not taken into account for the report mark. The exemption is noted in the semester report.

## **4 ATTENDANCE POLICY**

Attendance at lessons and examinations is compulsory unless an exemption has been approved by the Directorate.

### **4.1 PROCEDURE FOR ABSENCES**

- 1) Students who have compelling reasons not to participate in lessons are to submit a justified request at the earliest possible date.
- 2) Unforeseeable absences such as sickness or accidents must be submitted before the start of lessons. In case of health-related absence a medical certificate must be provided.
- 3) If examinations are missed due to excused absences, they must be made up on the re-examination date set by the Directorate. Examinations that have to be made up on an exceptional basis are subject to a fee.

### **4.2 UNEXCUSED ABSENCES**

- 1) In the case of unexcused absences, the Directorate will take disciplinary measures in accordance with these School Regulations.
- 2) If examinations are missed due to unexcused absences, they will normally be graded 1.0 and cannot be made up. Upon request and in justified cases, the Directorate may deviate from this rule.

### **4.3 MANDATORY ABSENCES**

- 1) In the case of health reasons, the Directorate and lecturers have the possibility to send students home from the school and examinations at any time.
- 2) If there is a medically attested illness, the recommendation of a doctor is to be followed.

### **4.4 PUNCTUALITY**

Lessons at SHL begin punctually and according to the class schedule, unless otherwise arranged by the lecturer. Arrival after classes have commenced will be listed as an absence.

## **5 REGISTRATION, WITHDRAWAL, SEMESTER POSTPONEMENT, TERMINATION**

### **5.1 REGISTRATION FOR THE PROGRAMME, REGISTRATION FEE**

- 1) Students apply by completing the application form agreeing to the School Regulations and paying the Application Fee.
- 2) Students who fulfil the admission requirements will be invited to complete an online aptitude test and a personal interview to complete the admission process.

- 3) Successful applicants will receive a Provisional Letter of Acceptance, which can be definitive or conditional on achieving one or more entry requirements. Financial sponsors are to be listed at this point and the prospective student must sign that they have read and agreed to the School Regulations.
- 4) A Letter of Acceptance, definitive or conditional will be issued upon receipt of the fees (minimum amount being the down payment).
- 5) All documentation pertaining to meeting the requirements of a conditional acceptance must be presented to admissions@shl.ch prior to the semester start date.

## **5.2 WITHDRAWAL OR TERMINATION OF STUDIES**

- 1) If students withdraw from the programme up to 90 days before the start of the semester for which they were enrolled, the fees already paid will be refunded as shown in the table «Refund conditions».
- 2) If the withdrawal takes place less than 90 days before the start of the semester, refer to the table «Refund conditions» for a detailed outline of what remains owed and what can be refunded.
- 3) In the event of non-attendance and/or aborting the current semester, all semester fees are forfeited; there is no entitlement to a refund.
- 4) The withdrawal formalities must be submitted in writing, via e-mail to info@shl.ch.
- 5) All correspondence and invoicing for services received during the programme (such as language tests, exemption tests or external examinations), including any resulting reminders, will continue to be sent to the @stud.shl.ch e-mail address even after deregistration. The address will remain valid for at least 180 days after the withdrawal date.

## **5.3 POSTPONEMENT OF A SEMESTER**

- 1) If students wish to postpone a semester for which they are enrolled, they must request this in writing via e-mail to info@shl.ch at least 90 days before the start of the semester. As far as possible, School Administration will take the postponement requests into account.
- 2) If the semester is postponed up to 90 days before the start of the semester, the fees already paid will be refunded or credited to the postponed semester. SHL reserves the right to demand the full amount of any reminder fees incurred even in the event of semester postponements.
- 3) If the semester is postponed less than 90 days before the start of the semester, please refer to the table «Refund conditions» for a detailed outline of what remains owed and what can be refunded.
- 4) If students do not meet the requirements for entry into a semester on time, the Directorate reserves the right to unilaterally postpone a semester.

## 5.4 REFUND CONDITIONS

- 1) The following refund conditions apply to all semesters at SHL, as well as to all individually booked services at SHL from semester 6.2 onwards.
- 2) The refund conditions apply both in the event of withdrawal from the programme and in the event of a semester postponement.
- 3) The deadline for calculating the number of days before the start of the semester is the date on which SHL receives the written cancellation or the written request to postpone the semester.
- 4) The refund conditions are as follows:

Type of fee	90 or more days before semester start	60 to 89 days before semester start	30 to 59 days before semester start	less than 30 days before semester start
Application Fee	No refund	No refund	No refund	No refund
Tuition Fees	Refund, less down payment	50% refund	No refund	No refund
Service Fees	Refund, less expenditures	50% refund, less expenditures	No refund	No refund
Food & Beverage	100% refund	100% refund	50% refund	No refund
Accommodation	100% refund	Up to 30 nights are due*	Up to 30 nights are due*	Up to 30 nights are due*
Insurances	Refund, less expenditures	Refund, less expenditures	No refund	No refund
Permit	Refund, less expenditures	Refund, less expenditures	No refund	No refund
Campus Fees (from semester 6.2 onwards)	100% refund	100% refund	50% refund	No refund

(\*subject to the condition that the room cannot be resold within this period to mitigate damages)

- 5) The withdrawal periods outlined above do not apply to departure due to failure to achieve promotion to the next academic semester. In this case SHL will provide reimbursement of the fees for the following semester after deducting any expenditures already incurred.
- 6) All fees remain payable upon discontinuation of the programme without appropriate notification to SHL or insofar as SHL serves immediate notice of termination for cause.

## **6 FEE REGULATIONS**

An overview of the current fees, listed in CHF, can be found in the fee structure on our website. The current semester fees (Application Fee, Tuition Fees and other costs) are published at least 180 days before the start of the school year. The fees of the school year in which the semester commences will apply.

### **6.1 APPLICATION FEE**

The Application Fee covers the administrative expenses of reviewing the application documents.

### **6.2 DOWN PAYMENT**

The Down Payment secures a place for the accepted student on the programme. In addition, if a room on campus has been requested, this will only be reserved once the down payment has been received.

### **6.3 TUITION FEES**

- 1) The Tuition Fees cover all mandatory subjects and programme related excursions, as well as all digital learning materials, exam fees, the kitchen and the service uniforms.
- 2) The Tuition Fee is not equivalent to the value of a certain number of classes or school days and remains payable, even if the student fails to attend classes. A reduction in fees will not be granted in the event of absence or cancellation of classes.
- 3) Students from cantons that are not members of the «Interkantonale Fachschulvereinbarung HFSV» or who in accordance with this agreement are not entitled to reduced fees, will be considered as international students in terms of the semester fees (see fee structure).
- 4) There are no Tuition Fees charged for the internship semesters.

### **6.4 SERVICE FEES**

- 1) SHL Service Fees include the admissions process, support for international students, programme coordination, study trip organisation, coordination with HSLU, plus marketing and communication costs.
- 2) The fee is only applicable for the academic semesters. There are no service fees charged for the internship semesters.

### **6.5 FOOD AND BEVERAGE FEE**

- 1) The Food & Beverage Fee is a compulsory fee that covers the cost for on-campus catering (excluding beverages) and is charged per semester. Meals from Monday breakfast to Friday lunch are included during all on-campus semesters, excluding public holidays and other holidays. Missed meals will not be refunded.

- 2) The F&B Fee forms part of the compulsory fees up to and including semester 6.1. If students wish to make use of this service during the Top-Up Bachelor's programme as well, they must explicitly inform the SHL Administration Office in writing (e-mail to [info@shl.ch](mailto:info@shl.ch)). The Food & Beverage and the Campus Fees, in accordance with the price list, shall be invoiced to them by SHL.

## **6.6 ACCOMMODATION FEE**

- 1) The Accommodation Fee covers the cost of accommodation at the SHL campus or external accommodation organised by SHL.
- 2) On-campus accommodation or housing in close proximity to SHL is recommended for all new students during semester 1 and is subject to availability at the time of application. The fee for accommodation in Semester 1 will be invoiced to the student and the room is only deemed reserved upon receipt of the payment.
- 3) From semester 3 onwards, rooms at SHL accommodation will not be allocated automatically. Students should verify availability and book it themselves via the SHL website.
- 4) As it is generally more challenging for international students to find accommodation independently, SHL provides support with housing throughout the entire duration of studies, if desired.

## **6.7 INSURANCES AND PERMIT FEE**

- 1) The Insurances & Permit Fee is applicable to students from abroad and includes the mandatory Swiss health insurance, liability insurance and residence permit for foreign students. For details of the insurance cover included in this fee, please refer to section «Insurance Regulations».
- 2) As a standard service, SHL provides support in obtaining residence permits and insurances for foreign students up to and including semester 6.2 (subject to the applicable fee as per the price list). If students wish to make use of this service during semesters 7 and 8, they must explicitly inform the SHL Administration Office in writing (e-mail to [info@shl.ch](mailto:info@shl.ch)) and the Insurances and Permit Fee, in accordance with the price list, apply.

## **6.8 TERMS OF PAYMENT**

- 1) The SHL Application Fee is payable upon application, is non-refundable and can only be deferred up to a maximum of two intakes. Thereafter, it is lost, and the applicant needs to apply again.
- 2) The semester fees are to be paid per semester.
- 3) The payment terms for the first semester to be attended are as follows:
  - a) 10% of the total amount is due within 20 days after receipt of the invoice as a down payment/security.
  - b) 50% of the total amount is due no later than 90 days before the start of the semester.
  - c) 40% of the total amount is due no later than 14 days before the start of the semester.

- d) It is always possible to pay more than the required instalment or to settle the entire amount in one payment. If invoices are issued within the last 90 or 14 days before the start of the semester, all previous payment deadlines become due together with the current payment deadline. For example, an invoice issued 55 days before the start of the semester requires 60% of the total invoice amount to be paid immediately. An invoice issued 10 days before the start of the semester makes the entire amount due immediately.
  - e) These payment terms apply exclusively to new students.
- 4) For returning students the following terms apply:
- a) The semester fees are payable per semester. The semester invoice is usually sent 180 days before the start of the semester and only to the student e-mail address (@stud.shl.ch).
  - b) The study place on the agreed date is only guaranteed if the semester fee is paid on time.
  - c) The reminder fee per reminder level is at least CHF 20.
  - d) If payment is more than 90 days overdue, interest on arrears is due in accordance with the Swiss Code of Obligations (OR). The amount of default interest is based on Article 104 OR.
  - e) SHL is entitled to discontinue all services if payments are outstanding. Students will not be admitted to any examinations until all fees owed have been paid in full. The degree and all other certificates will not be awarded until all outstanding payments are settled.
- 5) SHL is entitled to expel a student when payments remain outstanding after the conclusion of the dunning procedure and will serve notice of termination to the contract for good cause. Even in the case of immediate notice of contract termination, the debtor remains obliged to satisfy all financial commitments toward SHL and to compensate SHL for any damages incurred.

## **6.9 PARTIAL PAYMENTS**

In exceptional cases, an instalment payment agreement is possible upon request. This must be requested in writing by email to buchhaltung@shl.ch upon receipt of the invoice and within the payment period. SHL reserves the right to charge a flat-rate fee for instalment payment agreements.

## **6.10 STUDY DISCOUNT FOR MEMBERS OF HOTEL & GASTRO UNION**

A discount of CHF 200 per semester is granted to members of the Hotel & Gastro Union, the founder of SHL. The prerequisite is a personal membership of at least two years prior to the start of the semester. The tuition discount is paid in the first week of each semester.

## **7 SEMESTER DATES, GENERAL INFORMATION**

### **7.1 SEMESTER DATES**

The exact semester dates are published on the website (shl.ch) at least 90 days before the start of the school year.

### **7.2 DELIVERY OF SEMESTERS**

SHL reserves the right to postpone or cancel school semesters due to insufficient registrations, or for other reasons beyond its control. It may also be possible that, for operational reasons, the order of the semesters (i.e. starting with semester 3 instead of semester 1) may be adjusted by SHL.

### **7.3 FOOD & BEVERAGE**

- 1) SHL offers the following catering model during the academic semester:  
Monday - Thursday: breakfast, lunch and dinner  
Friday: breakfast and lunch

Excluding Public Holidays and School Holidays

- 2) There is no right to reimbursement for meals not taken.

### **7.4 ACCOMMODATION**

SHL is not run as a boarding school. However, the school offers students the opportunity to book a room in its own residences. It is recommended that students endeavour to secure accommodation in good time.

### **7.5 DRESS CODE**

- 1) The training objectives of SHL include professional conduct and a customer-oriented demeanour. SHL therefore places great importance on a well-groomed appearance. The SHL Dress Code applies.
- 2) In semester 1 the corresponding professional dress of the kitchen and service regulations apply. Kitchen and service uniforms are provided by SHL and are included in the Tuition Fee.

### **7.6 COMMUNICATION**

Written communication from SHL to the students takes place via Microsoft Teams or via the @stud.shl e-mail address. Students are obliged to check these communication channels regularly.

## **8 INSURANCE REGULATIONS**

- 1) The student or their legal representative is responsible for arranging all mandatory insurance policies.
- 2) SHL Schweizerische Hotelfachschule Luzern will provide international students without valid proof of Swiss-recognised insurance with insurance coverage as outlined below and subject to an Insurances Fee.
- 3) As a standard service, SHL provides support in obtaining insurances for foreign students up to and including semester 6.2 (subject to the applicable fee as set out in the price list). If students wish to make use of this service during semesters 7 and 8, they must explicitly inform the SHL Administration Office in writing (e-mail to [info@shl.ch](mailto:info@shl.ch)) and the Insurances and Permit Fee, in accordance with the price list, apply.

### **8.1 HEALTH AND ACCIDENT INSURANCE**

- 1) Health insurance is mandatory for all students residing in Switzerland. SHL will organise the necessary health and accident insurance for international students. The cost of this insurance is part of the SHL mandatory fees and, upon request, an outline of the policy can be obtained from the Administration Office.
- 2) EU/EFTA students who have an insurance policy recognised in Switzerland might be exempt from this fee, however this is subject to approval by the local government district of Lucerne. Should this not be the case, the student will be automatically enrolled on the health insurance organised by SHL and the relevant Insurances fees apply.

### **8.2 COMPANY AND PROFESSIONAL LIABILITY INSURANCE**

SHL has a collective insurance policy for all employees and students. It covers all cases of damage that may occur during the programme, subject to a deductible fee which applies in the case of a claim. A case of damage is only covered insofar as it occurs within the scope of the curriculum or during an activity conducted, at the request of SHL (temporary external work, organised excursions, sporting events, etc.). Damage suffered during free time is not covered.

### **8.3 PRIVATE LIABILITY INSURANCE**

All SHL students are required to have the necessary private liability insurance upon starting the programme. SHL will automatically register international students for this insurance and the cost of the insurance premium is part of the mandatory fees.

### **8.4 END OF INSURANCE COVERAGE**

Insurance policies arranged by SHL are no longer valid upon completion of or withdrawal from the programme. SHL discards any liability or recourse of any kind once the student is no longer enrolled at SHL.

## **9 GENERAL PROVISIONS IN THE SHL COMMUNITY**

### **9.1 EQUAL OPPORTUNITY**

- 1) SHL is an equal opportunity institution which respects all genders, nationalities and religious beliefs.
- 2) Students with a disability can apply to the Directorate for compensation for disadvantages. A corresponding application must be submitted in the first week of the semester at the latest. The details are governed by the separate «Compensation for Disadvantages» Regulations.

### **9.2 VIOLENCE & HARASSMENT**

- 1) Violence of verbal and non-verbal nature (especially sexual harassment, racism, sexism, and any other form of discrimination) is not tolerated and will be penalised in all cases.
- 2) Weapons, weapon replicas, weapon-like objects, as well as fireworks, are prohibited on the entire school premises. Items of this nature will be confiscated immediately. Students who violate this article may face disciplinary measures.

### **9.3 SUBSTANCE ABUSE**

- 1) Students are responsible for an appropriate consumption of alcohol. The misuse of alcohol will not be tolerated and may result in disciplinary actions.
- 2) Lecturers have the right to exclude students who are intoxicated and not able to pay appropriate attention in classes. Swiss statutory laws, and the common standards of acceptable behaviour apply outside of teaching hours.
- 3) Possession, consumption and dealing of controlled substances are prohibited under Swiss law and constitute grounds for immediate expulsion from the school. Any paid and/or unpaid passing on of drugs will be reported to the police. International students should note that legal proceedings may lead to deportation from Switzerland.

## **10 SAFETY & SECURITY**

- 1) For security reasons, SHL operates a CCTV system in the campuses. Any images are treated confidentially and only analysed for security reasons.
- 2) In the event of an alarm, students should follow the instructions of SHL staff and exit the campus building by the shortest emergency route and assemble at the designated point as indicated on the emergency plan in each room. All SHL Campus buildings have an automatic and manual fire alarm system, as well as fire extinguishers. Sanctions will be imposed in the event of damage to, or obstruction of, the security facilities or if the alarm is triggered without reason.
- 3) SHL has a trained team of workplace first responders who can provide immediate first aid in the case of an emergency.

## 11 DISCIPLINARY PROCEDURES

- 1) By registering, students commit themselves to following the school rules and regulations as well as to the regulations and directives of the school Directorate, lecturers and experts in the interest of all to ensure an orderly, efficient school operation.
- 2) In the event of violations of SHL school rules, regulations or instructions issued by the Directorate, lecturers or experts such as improper, uncooperative or illegal conduct inside and outside the school and during external internships as well as in case of damage to the reputation of SHL, the following disciplinary measures can be taken:
  - a) oral or written warning
  - b) expulsion from school, with or without prior warning

## 12 DATA PROTECTION AND PRIVACY

- 1) Data protection and privacy based on Article 13 of the Swiss Federal Constitution and the data protection law Provisions of the Federal Government (Data Protection Act, DSG) every person is entitled to protection of their privacy and protection against abuse of their personal data. The SHL Schweizerische Hotelfachschule Luzern complies with these regulations. Personal data will be kept treated confidentially and neither sold to third parties nor passed on. The students are therefore advised to always contact SHL directly. If personal matters are to be represented by a third party, a written authorisation must be sent to the school.
- 2) The Head of Shared Services is responsible for data processing, unless otherwise specified in individual cases. If there are data protection concerns, these can be submitted to the Head of Shared Services.
- 3) Photographs and video recordings may be made at school events [including teaching units]. The authorisation required for this is obtained in writing and signed by the students.

## 13 COPYRIGHT

- 1) The copyrights for the work produced by students during their programme at SHL are transferred to SHL.
- 2) Course material and other forms of intellectual property are given to students exclusively for training and exercises and must not be copied or used in any way other than the originally intended purpose without authorisation.

## 14 APPEALS

- 1) Under the Act "Berufsbildung und die Weiterbildung" SRL 430, decisions taken in accordance with these disciplinary regulations may be appealed in writing, stating reasons, within 20 days to the Department of Education and Culture of the Canton of Lucerne. The procedure is governed by the provisions of the Act "Verwaltungsrechtspflege" SRL No. 40.
- 2) The place of jurisdiction is Lucerne.

## 15 ENTRY INTO FORCE

These School Regulations have been approved by the Board of Trustees. They shall enter into force on 25 August 2025. They replace all the previous School Regulations.

Lucerne, 13 August 2025

SHL Schweizerische Hotelfachschule Luzern

Esther Lüscher  
Chairwoman Board of Trustees

Christa Augsburg  
Director