

HOUSE RULES

Student Residence «Hotel SHL»

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Word explanation:

In this document, tenants are referred to as guests. Guests of the tenants are called visitors.

1 LEGAL BASIS

1. When a booking is made at Hotel SHL, an accommodation agreement (ACA) is created. The main demarcation points between an accommodation contract and a rental contract are the following:
 - a) The house right of the rented objects remains with the renter.
 - b) The rooms may be entered without prior notice (e.g. for cleaning).
 - c) Unilateral termination of the contract is not possible.
 - d) The maintenance obligation of the rented rooms lies solely with the renter.
2. The management of Hotel SHL exercises domiciliary rights.
3. The sponsor of the student residence «Hotel SHL» is SHL Schweizerische Hotelfachschule Luzern.
4. These house rules contain rights and obligations and apply to all residents of Hotel SHL. The rules form an integral part of the tenancy agreement.
5. The instructions of the management of Hotel SHL as well as those of the employees of SHL must be followed.

2 LIABILITY

1. For any accidents and damages, which are due to disregard of the house rules, the respective guest and causer is liable. In addition, further disregard may lead to consequences (e.g. termination of the accommodation contract).
2. Each guest is liable to the renter.
3. Guest groups are always jointly and severally liable.

3 GENERAL TERMS OF USE

1. The rented rooms as well as the inventory brought in by the renter are to be treated with care. Furniture that is missing or damaged beyond use when moving out will be replaced by the renter at the expense of the guest.
2. The renter is entitled to remove any inventory brought in by the guest at the guest's expense. This also applies to common rooms.
3. The guest is not allowed to make any structural changes.
4. The guest is obliged to report any damage, defects and system failures immediately to the maintenance department or the SHL management.
5. For as long as the guest has to tolerate necessary works, he/she can neither change the rent nor exercise a right of retention or claim damages.
6. It is not permitted to take glasses, crockery, cutlery and other items belonging to SHL inventory into the rooms. Violations will be punished as attempted theft and can therefore have criminal consequences.
7. Use of the infrastructure is at your own risk. SHL accepts no liability for accidents or other damage resulting from improper use.

4 VIDEO SURVEILLANCE

1. For the protection of the infrastructure as well as for the safety of all, all entrances and exits and the public zones are monitored by video cameras.
2. The video material is regularly evaluated, but only used in the event of damage or infringement.
3. The recordings remain the property of SHL and will be deleted after one year at the latest if they are not used.

5 CHECK-IN / CHECK-OUT

5.1 CHECK-IN

1. On the day of arrival, the room can be checked in independently from 17:00 (self check-in):
 - a) On the day before arrival, the guest checks in online via Mews-Navigator by 12:00 noon at the latest. All required information must be filled in. It is very important that the telephone number is given in the «international format» - e.g. +41 for Switzerland.
 - b) The guest installs the free app «JustIN» (iOS or Android) from the company Salto and configures the stored phone number with the app (usually you are prompted to do this when you first open the app).
 - c) On the day of arrival, the «key» is automatically unlocked in the app at 5:00 pm at the latest. Of course, this is only possible if the mobile data is activated or there is a connection to the WIFI and «Receive messages» is activated in the app.
2. The room allocation is made by the management of Hotel SHL. A room exchange is only possible with the consent of SHL.

5.2 CHECK-OUT

1. The room is available to guests until 10:00 am on the day of departure. After 10:00 a.m., the access rights on the access medium will be deleted and the guest will no longer be granted access.
2. Upon departure at the end of the semester, the rooms are to be left in perfect condition. In case of negligent neglect of cleanliness or residual waste in the room, special cleaning will be carried out by housekeeping or an external cleaning company. The additional costs arising from this will be charged to those responsible.
3. All borrowed inventory will be returned correctly and cleaned according to the given deadline - at the latest, however, on the Thursday of the last week of the stay.

6 LOCKING SYSTEM AND OPENING HOURS

6.1 LOCKING SYSTEM

1. The whole building (all rooms as well as all entrances) are secured with an electronic locking system.

2. Every guest has the right of access to the building, to his room and to all common areas during his stay - unless this right has been withdrawn from the guest due to a violation of the house rules.
3. It is the responsibility of each guest to close all rooms (doors and windows) behind them and lock them if necessary.
4. Each guest is obliged to report the loss of the locking medium immediately to the management of Hotel SHL.
5. All movements, i.e. the data of the locking system (openings, closings, etc.), are documented and stored. This data can be used in the event of damage or infringement. They remain the property of SHL and are deleted after one year at the latest if they are not used.

6.2 OPENING HOURS

Every guest is obliged to keep to the following opening hours:

Community room, fitness room and laundry room	6:00 till 23:00
Terraces on the 1st floor and 5th floor ¹	14:00 till 22:00

Every guest can open the entrance door on the 5th floor and in the parking hall as well as the door to their own room around the clock (24/7).

6.2.1 Hotel room

1. The room doors are automatically locked from 10:00 am to 4:00 pm.
2. For security reasons, we recommend that you keep the room door closed at all times and also lock it manually with your personal locking device outside this period.

6.2.2 Public spaces

1. The public rooms are locked 24 hours a day but can be opened during opening hours with the personal locking device.

¹ from March to October you need a key to use the terrace on the 5th floor

7 ACCESS AUTHORIZATION

1. Only registered guests and employees of the SHL have access to the Hotel SHL. All visitors (including students who are not staying at Hotel SHL) must be registered. SHL is obliged to register with the police, i.e. as the operator we must always be able to provide information about all guests in the building. Registration takes place via the virtual help desk on Microsoft Teams.
 - a) Short visits: The Community Room is available to guests for visitors according to operating hours. It is not permitted to take visitors to the floors and rooms.
 - b) Overnight visits: If visitors do not spend more than two consecutive nights and a total of no more than four nights per month at Hotel SHL, no further costs are incurred for the main guest. A longer stay of additional guests will be charged. Failure to register a guest is tantamount to a breach of the house rules and may result in disciplinary as well as financial consequences.

8 BICYCLES, MOTORCYCLES, CARS AND PARKING SPACES

1. Bicycles are to be parked in designated public parking areas. Parking them in rooms, hallways, stairways and on the terraces is expressly prohibited.
2. No parking spaces are available on the property for the parking of motorcycles, scooters and motor vehicles. It is forbidden to park vehicles in the parking hall or on the outside spaces. The parking spaces of the tenants or SHL must also be kept free for loading and unloading. For the vehicles of the residents of the Hotel SHL, the public parking spaces in the immediate vicinity are to be used.
3. Residents are required to impose this rule on their visitors as well.

9 CONSIDERATION

1. Avoidable noise unnecessarily burdens all Hotel SHL guests. Therefore, general quiet hours apply from 5:00 p.m. to 10:00 p.m. and from 6:00 a.m. to 10:00 p.m. on rest days and public holidays.
2. In the period from 22:00 to 06:00 hours, the statutory night-time rest period must be observed (in and around the Hotel SHL). Should SHL as the operator be prosecuted for disturbing the peace at night, recourse will be taken against those involved. Disciplinary, civil and financial consequences are not excluded.
3. Television, radio and sound equipment must always be set to room volume; use outdoors must not disturb the other residents. This also applies to playing musical instruments.
4. Noisy games and sports (e.g. playing football) are not permitted in corridors, stairwells and other adjoining rooms.

10 SECURITY

10.1 GENERAL

1. For the protection of the residents of Hotel SHL, the house and apartment doors, the Community Room and the windows must be kept locked at all times. The renter assumes no liability in this regard.
2. The guest is not permitted to operate his own heating, cooling, washing and cooking appliances. The guest alone is liable for the consequences of operating his own electrical appliances.
3. Windows must be closed in the event of bad weather and absence. Sun blinds and exterior roller shutters must be retracted in the event of wind, rain or hail. It is also forbidden to leave the sun blinds open for long periods of time.

10.2 ACCIDENT PREVENTION

1. To prevent accidents, the relevant operating instructions and accident prevention regulations must be observed when using devices and equipment.
2. Before using electronic devices, a visual inspection must be carried out.
3. Damage to the building, plant, equipment and facilities must be reported immediately to the management Hotel SHL.
4. SHL accepts no liability for accidents or other damage caused by improper use. If damage is caused intentionally or negligently by guests or groups of guests, liability for damages exists. Insurance regulations are not affected by this.

10.3 MEDICAL EMERGENCY

1. An AED (automated external defibrillator) is located on the 1st floor next to the entrance to the Community Room. Guests must observe the functional description of the AED and report any damage immediately to the facility maintenance.

10.4 FIRE

1. Hand-held fire extinguishers are hung in the places provided for them. Guests must observe the functional description of the fire extinguishers and report any damage immediately to the maintenance department.
2. Guests are obliged to inform themselves about escape routes (escape and rescue plans are located in each room on the inside of the doors). House entrances, stairways and corridors only fulfil their purpose as escape routes if they are kept clear. They must not be parked over or obstructed by bicycles, kickboards or other mobile transport equipment, drying racks and other bulky objects.
3. Flammable, combustible, odorous and other hazardous materials may not be brought into or stored on the residence hall or property.
4. Barbecues may only be used on the terrace. Only gas barbecues are allowed (wood or coal barbecues are expressly forbidden), provided they are in good condition, in working order and fitted with a lid. Extreme caution is required when using the barbecue and only suitable barbecue utensils are to be used. Barbecuing is at your own risk and responsibility. When barbecuing, the other occupants of the house must be taken into consideration. Bringing

your own barbecue must be reported to the management of Hotel SHL in advance and must be approved.

5. Cooking or lighting any kind of fire, including candles, immersion heaters or similar, is expressly and strictly prohibited. The costs for the unnecessary call-out of the fire brigade due to a negligently triggered smoke detector amount to at least CHF 2,000, which will also be charged in full to the guest.

10.5 EMERGENCY NUMBERS

Emergencies	112 (emergency call centre) 117 (emergency call police) 118 (emergency call fire brigade) 144 (emergency call ambulance)
	afterwards mandatory info to SHL on-call number. +41 (0)41 417 33 77
SHL On-call no. ²	+41 (0)41 417 33 77

24/7 available, response time
approx. 30 minutes

11 CLEANLINESS AND ORDER

11.1 CLEANING AND HOUSEKEEPING

1. Rooms, common areas and property are to be kept clean. Soiling is to be removed immediately by the guests.
2. The rooms are cleaned periodically (usually weekly, except during holidays and public holidays) by housekeeping. If cleaning cannot be carried out due to untidiness, it will be suspended. If any additional expenses and efforts arise due to extraordinary contamination, this will be charged directly to the guest.
3. The general areas, such as the staircase, the corridors, the entrance, the Community Room, the fitness room, the laundry room, etc. are cleaned periodically by the housekeeping. All dishes, glasses, bottles, garbage, etc. must be cleaned independently by each guest, put away properly or disposed of correctly.
4. For hygienic reasons, the use of beds without covers is not permitted. Bed linen is provided by the guest and changed periodically by housekeeping. If beds are not made up, the additional cleaning costs will be charged to the guest.
5. Bed linen and towels may not be misused (e.g. for cleaning), exchanged with each other or cleaned yourself.
6. Laundry items must not be hung out of windows.

² Please use this number only in emergencies. Fees may apply in case of misuse.

7. No household or kitchen waste may be poured into the toilet and/or drainage basins. The costs for the removal of blockages or other faults due to incorrect treatment shall be borne by the guest.
8. The renter is entitled to check whether the guest meets his obligation to cleanliness and order in a sufficient manner. If the guest does not fulfil his obligations, the renter shall remedy the defect at the guest's expense.

11.2 LAUNDRY

1. The laundry room is only available to paying guests.
2. The use of the washing machines and tumble dryers is not organised with a washing schedule.
3. Order must be maintained at all times and care must be taken with the equipment.
4. If anything is damaged or does not function properly, the device in question must no longer be used.
5. Laundry as well as detergents are not to be stored in the laundry room.
6. Clothes or other items left in the laundry room for longer than 12 hours may be disposed of by Hotel SHL staff.

11.3 FOOD STORAGE

1. Food and drinks must not be kept in the room or in the cupboards or drawers, or even placed on the outside windowsills for cooling (risk of injury).
2. Food may be stored in the refrigerator in the Community Room. These must be clearly labelled with name, room number and date. Expired food must be disposed of properly. All unlabeled or undated food will be discarded without request or right to replacement by SHL.

11.4 WASTE DISPOSAL

1. Housekeeping only disposes of the waste that can be placed in the waste bins. Any rubbish that cannot be placed in the rubbish bins must be disposed of by the guests themselves in the containers provided for this purpose in the rubbish room in the parking hall.
2. Packaging materials and large-volume items must be suitably shredded before being thrown into the waste bin. For hygienic reasons, please ensure that the area around the waste bins is not contaminated.

12 PROHIBITIONS

12.1 ALCOHOL AND DRUGS

1. There is an absolute ban on alcohol and drugs in the Hotel SHL. Bringing alcoholic beverages is prohibited, as is the storage of empty alcoholic containers in the rooms. The same applies to the possession and consumption of drugs of any kind. Guests who are recognisably under the influence of alcohol or drugs may be prosecuted for breaching the house rules³. The discovery of drugs in the rooms as well as the consumption of drugs will lead to the immediate termination of the accommodation contract, a ban from the house for at least five years, a written warning or a reprimand from the school and in any case will have consequences under criminal law. The management of Hotel SHL or the management of SHL decides at what point the police will be called in.

12.2 SMOKING BAN

1. There is a strict smoking ban throughout the building. E-cigarettes, vaporizer devices, shishas or other smoking utensils are considered equivalent to smoking tobacco.
2. This prohibition also includes smoking with the window open or under the ventilation.
3. In case of violation of the smoking ban, Hotel SHL reserves the right to charge the cleaning costs (up to CHF 1'000) or to debit the credit card indicated for the reservation.
4. If the fire alarm is triggered due to smoke formation, Hotel SHL will charge the costs of the false alarm to the party responsible.
5. Smoking is allowed on the terraces.

12.3 FIREARMS BAN

1. The possession of weapons (including knives, laser pointers, irritant gas spray or similar) of any kind is strictly prohibited in Hotel SHL.
2. The possession or carrying of weapons of any kind will result in the immediate termination of the accommodation contract, house ban for at least five years, a written warning or expulsion from the school and will have criminal consequences. The management of Hotel SHL decides at what point the police will be called in.

13 RECOMMENDATION

1. The guest is recommended to take out a personal liability insurance as well as a household insurance.

³see also chapter 'Infringements and violations'

14 SCOPE AND ENTRY INTO FORCE

Applicable law and all superordinate regulations and directives take precedence over the house rules. SHL or the Hotel SHL management reserves the right to issue supplementary regulations. The same right is available to the Head of Facility Management and the Head of Housekeeping in consultation with the Head of Hotel SHL or SHL.

14.1 ENFORCEMENT OF THE HOUSE RULES

The enforcement of the house rules is the responsibility of the management of Hotel SHL, with reference to the supplementary regulations established by the facility management or housekeeping.

14.2 INFRINGEMENTS AND VIOLATIONS

Violations of the house rules will result in a written warning or termination of the accommodation contract within one week. Gross violations (e.g. violence, sexual harassment, drugs, possession of weapons or repeated disregard of the house rules) of the house rules will result in immediate termination of the accommodation contract without notice, a house ban for at least five years, a written warning and/or a reprimand from the school as well as consequences under criminal and private law. The management of Hotel SHL decides at what point the police will be called in. Minor violations of the house rules can also be admonished verbally and documented only by means of a memo. All violations of the house rules will be reported to the SHL school management.

14.3 AMENDMENTS AND ADDITIONS

Amendments and supplements to these house rules must be made in writing in order to be effective and become valid upon publication on the website of the SHL Schweizerische Hotelfachschule Luzern (www.shl.ch).

14.4 SEVERABILITY CLAUSE

Should individual provisions of these house rules be or become invalid or void in whole or in part, this shall not affect the validity of the remainder of the contract.

14.5 APPLICABLE LAW AND PLACE OF JURISDICTION

Swiss law shall apply exclusively. The place of jurisdiction is Lucerne.

14.6 ENTRY INTO FORCE

These house rules shall come into force on 30 August 2021.