

# CEU RESIDENCE CENTER

## RULES and REGULATIONS

2017/2018



*Dear Resident Students,*

It is our pleasure to welcome you at the CEU Residence Center.

Living on campus will give you many opportunities to develop relationships with students, faculty and staff members. We hope that in addition to handling your busy academic schedule, you will also have time for recreation during your stay here in Budapest.

As an adult member of the CEU community, you are kindly asked to respect the rights of others and be accountable for your actions. This *alphabetical guidebook* is an important part of the Housing Agreement / Lease Agreement that you will sign upon moving into the Residence Center, and we hope it will clearly set forth the regulations of the Center for you.

In recognition of our mission within the CEU community, we work with students and colleagues toward a common purpose - to create a vital community through our leadership and services. We value your contributions to this worthy goal.

Wishing you the best in the coming academic year,

Dora Sarosi  
Residence Director

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## General information

### Address

Central European University Residence Center

H-1106 Budapest, Kerepesi út 87

Tel: (36-1) 327-3150

Fax: (36-1) 327-3169

<http://residencecenter.ceu.edu/>

### Contacts

Reception desk: dormreception@ceu.edu, open 24 hrs

Internal calls: 5555, 5500 fax: 3169

Residence Director: Dora Sarosi, [sarosid@ceu.edu](mailto:sarosid@ceu.edu)

Office hours: weekdays 9 am- 5 pm  
(By appointment)

Head of Operations Krisztina Sebestyén (on maternity leave)  
[sebestyenk@ceu.edu](mailto:sebestyenk@ceu.edu)

Dormitory Student Services Manager: Edina Varga  
[vargae@ceu.edu](mailto:vargae@ceu.edu)

Office hours: weekdays 8 am – 4 pm  
(By appointment)

Housekeeping: [housekeeping@ceu.edu](mailto:housekeeping@ceu.edu)

IT HelpDesk: [IT\\_Dormi\\_Helprequest@ceu.edu](mailto:IT_Dormi_Helprequest@ceu.edu)

Dormsecurity: [dormisecurity@ceu.edu](mailto:dormisecurity@ceu.edu)

Cafeteria: [dormicafeteria@ceu.edu](mailto:dormicafeteria@ceu.edu)

## Getting to CEU Campus (Nador u. 9 .)

Consider 45 minutes to get to the main campus. Take any bus that stops opposite the CEU Residence Center and go to the terminal , "Örs Vezér tér". Take the metro to "Deák tér. The campus is 5 min. walk from Deák tér. To come back, take buses 45,44, 176E or 276E at Örs vezér tere next to Árkád mall and get off at Egyenes utca.

## Abandoned property

Any/all items of personal property remaining on the premises of the Center following the termination of the Housing Agreement will be considered as abandoned and discarded personal property. Such property shall be held for a period of 10 days. If it is not claimed by the residents within this period, the property shall be destroyed or discarded.

## Access to the Residence Center during night

The main entrance is **closed between midnight and 6 a.m** due to security reasons. During this time you can enter only by placing your CEU ID card onto the terminal installed there. If you have problems or don't have your ID card with you, please ring the bell and the security guard will assist.

Access through the backyard gate is not possible at any time for security reasons, it is used as a service entrance.

## Accommodation Reporting Form

Not all students will need this form for the residence permit, please find more information at <http://www.ceu.edu/studentlife/onlineorientation/newarrivals>

BLANK FORM for residence permit can be picked up at the Student Life Office, **the reception of the Residence Center cannot provide this form.**

Filled out forms should be given to the reception to be signed by an authorized representative of the Residence Center. This process takes one weekday.

### **Bambus Bar**

It is open 24 hrs. Service is provided from 6 p.m. till midnight, on Fridays and Saturdays till 1 a.m. It is not allowed to bring food or drink to the bar from elsewhere.

### **Bed linen**

Bed linen is changed once a week on the scheduled cleaning day. If you experience quality problems with the new bed linen, you may ask the replacement at the reception.

### **Bicycle racks**

Bicycles may be kept at one of the open air racks located in the backyard. Bicycles should not be brought into the building or tied to benches, rails and trees in the garden. Improperly parked bicycles will be removed by the staff.

CEU does not take responsibility for damages and/or stolen bicycles. It is strongly recommended to lock your bike.

### **Cafeteria**

The cafeteria offers breakfast, lunch and dinner. For lunch and dinner the 3-course student menu with filtered water is HUF 970. A voucher for 7 meals is available at HUF 6300. Prices are subject to change. Daily offers are available as well. Cash is the only accepted form of payment at the cafeteria. Students are asked to bring their ID card to the cafeteria and present it to the cashier in order to receive the discounted student rate.

If you have any dietary requirements please contact the Cafeteria Manager, Nady Sabet.

Opening hours on weekdays: 7:00 a.m.—10:00 a.m.  
11:30 a.m.—2:00 p.m.  
6:00 p.m.—9:00 p.m.

Opening hours on weekends: 7:00 a.m.—10:00 a.m.  
12:00 —2:30 p.m.  
6:00 p.m.—9:00 p.m.

It is not allowed to

- take out silverware, glassware, plates, etc. from the cafeteria / Bambus bar only in case you leave HUF 3000,- as a deposit at the cashier. Plastic boxes are available for take away, or you can bring your own.
- bring food and drink into the restaurant / Bambus bar from elsewhere.

## Certificate of Accommodation

All resident students will need this form when they apply for their residence permit or registration card. 1<sup>st</sup> year students will automatically receive it upon arrival. If you need to extend your residence permit during the academic year, you may turn to the Dormitory Student Services Manager.

Please note that you may also need an Accommodation Reporting Form for the residence permit, please find more information at <http://www.ceu.edu/studentlife/onlineorientation/newarrivals>

## Check in procedure

*(see also: registration form and guest)*

Upon arrival to the Residence Center, students are requested to check in at the reception desk. They are asked to complete a registration form, to sign the CEU Residence Center Housing agreement / Lease Agreement, and the Rules and Regulations, and to set up a time for room check to complete the damage declaration form. Students can enter their rooms with their CEU ID card.

## Check out procedure

3 days before checking out the Center, students are requested to set up a time for room check with the reception. The room check is done on the day of departure between 8 am and 4 pm. In case departure is before 8 am, the room needs to be checked on the day before departure.

**Students' guests have to check out upon departure by signing the registration form again.** Failing to check out properly would result in charges for the additional nights.

## Cleaning

Lounges and corridors are cleaned from Monday to Sunday between 9 am and 5 pm. The staff cleans the rooms (including bathrooms) and provides clean bed sheets once a week, towels are not provided. Rooms are cleaned some time from Monday to Friday, between 9 a.m. and 5 p.m. The cleaning schedule is posted on the central bulletin board on each floor. Students are not allowed to change their cleaning day. First cleaning is due one week after arrival. Cleaning staff will respect the privacy of students, and will knock before entering the rooms. Housekeeping and management has the right to enter the rooms. If needed, the garbage bin should be put on the corridor in front of the door; the housekeeping staff will empty it between 9 am and 5 pm each day. If the resident does not let the cleaning staff enter the room, the cleaning will be postponed to the following week.

It is each resident's responsibility to keep his/her room in a clean and sanitary condition. In order to maintain a suitable level of cleanliness in the room, it is not allowed to postpone cleaning in 2 following weeks.

If extra cleaning is needed due to inadequate use of the room/bathroom the cost of the cleaning will be charged to the student (3.000 HUF for the room, 5.000 HUF for the bathroom). If the room will need an immediate extra cleaning the Residence Center will charge the student without any previous warning.

Students are responsible for keeping the communal premises (TV lounges, study room, kitchens) tidy including own dishes and cutlery used in lounges/kitchens.

## Community expectations

Living on campus implies the responsibility to contribute to the quality of life in the residential community. All communities expect their members to uphold their standards of behavior and to contribute to the welfare of the group. Residence Center policies and procedures are designed to provide an academic living environment consistent with CEU policies, to help students understand their responsibilities as residents, and to provide fair and consistent treatment for all on-campus students. To be acceptable, all behavior must respect the dignity of others and the qualities of diversity. **It is requested from all students to show respect for the Center's staff and all community.** Students can ask the Dormitory Student Services Manager and/or their RCs to mediate when an amicable solution cannot be reached. Refusal to communicate with a staff member or ignoring a staff member's request constitutes a violation of the Residence Center Rules and Regulation. If the resident feels that the request of the staff member was not reasonable, or that the attitude or manner of the staff member was not appropriate, the resident still has to respect the authority of the staff member and must cooperate. In such cases, after the incident, the resident should submit a formal complaint in writing to the Dormitory Student Services Manager describing the staff member's conduct. Suggestions or ideas for ways to improve the quality of life should be discussed with the RCs first.

## Complaint

In case of an incident, students may report the case via e-mail to the Student Services Manager ([vargae@ceu.edu](mailto:vargae@ceu.edu) or to the Director ([sarosid@ceu.edu](mailto:sarosid@ceu.edu)))

## Computer

CEU Residence Center has 2 PC labs.

The IT administrators, if accompanied by a security guard, are authorized to check the CEU IT network in students' rooms to ensure that it operates properly, and no illegal software is installed on the computers. In severe cases they may even disturb the ongoing work. Students are financially responsible for accidental or intentional damage on the CEU owned computers.

All CEU policies and guidelines concerning the use of the computing resources apply to the use of the Center's computer facilities and private laptops. For further IT related issues and regulations please see the Guidelines for Use of Network and Computing Resources on the [CEU Website](#)

## Computer labs

There are two computer labs on the first floor, the big PC lab is a silent lab, the small PC lab in front of the IT helpdesk is the chat lab. Computer labs are open to all CEU students (non-residents included).

Opening hours: non-stop,  
assistance is provided from Monday to Friday  
9 am. – 10 pm, and  
on Saturday – Sunday 1 pm. – 7 pm

Non-resident students have to register as daytime guest at the reception.

In the big PC lab color printing, copying and scanning facilities are available.

It is prohibited to drink or eat in both PC labs.

### **Cooling**

Officially the cooling period is between 1 May and 15 October, but it might change depending on the weather conditions. Students can adjust the temperature in the room with the thermostat.

### **Damage Declaration form (DD form)**

Students will receive the DD form during the check in procedure in order to identify damage that exists at the time of moving in, for which the student will not be held responsible. Any damage discovered in the room may be reported within two days after arrival.

### **Damage and other fees**

If a room is damaged in any way, and it is not indicated in the DD form the student will be charged the amount of the damage. Violating the House Rules may result in a fine. Students will be informed about the amount via e-mail. The cost of damage is payable at the reception desk within 30 days.

A payment in installments is possible when the amount is over 15 000 HUF. This does not apply to the respective period just before departure in which case the payment is due before departure the latest. Housekeeping may take pictures of damages and misconduct.

Students are also responsible for any damage caused on the common premises. All rules apply to guests, and students are held responsible for the behavior of their guests as well as any damage they may cause.

Before leaving CEU, graduating students need to ensure that they do not have any outstanding financial issues at the Residence Center in order they can progress in the Leaving Procedure and collect the General deposit at the Budget and Finance Office.

The Student Records Office will withhold sending the diplomas and official transcripts unless all outstanding debts are paid according to the CEU "Policy on Holds."

### **Electrical appliance**

(see also: hair dryer and ironing)

It is forbidden to use any electrical and/or cooking appliance in the rooms/common areas including but not limited to irons, electric heaters, hot plates, grills of any type, electrical ranges, toasters or water boilers due to fire hazard.

Forbidden electrical appliances used in the room or in the common lounges will be collected by the housekeeping and are returned by the end of the academic year.

### **Fitness center, swimming pool, sauna**

It is open for all CEU students, faculty and staff

Opening hours:

weekdays:

in the morning:

6.30 a.m. — 10.30 a.m.

in the afternoon:

4:00 p.m.— 10:00 p.m.

weekends:

10:00 a.m.—10:00 p.m.

Opening hours are subject to change. Due to maintenance it is closed for certain days during the AY, students are informed in advance.

Rules and regulations are placed in the swimming pool /fitness room area. The locker key may be requested from the swimming pool attendant after depositing your ID card. Towel is provided for the sauna. It is compulsory to use swimming cap in the swimming pool.

## **Fire regulations and evacuation procedures**

*What to do in case of fire*

Anyone noticing a fire should

| report this immediately to the security service at the reception from the corridors: 5555, from mobile phone: (36-1) 327-3150 or use the nearest alarm box in the corridor.

The Fire Marshall's emergency toll-free number in Hungary is 105. In the case of a fire emergency call, the following information must be given:

the exact location of the fire

what is burning

who and what is in danger

how many people are injured

the name of the person who is reporting the fire.

All students, employees and visitors should fully acquaint themselves with actions to be taken in case of fire, bomb alerts or other emergencies. Instructions are displayed in all rooms and elevators detailing these actions ("In case of Fire" notices). A training session on fire safety is obligatory for every student and employee each Academic Year. Fire drills are organized in order to ensure that evacuation procedures can be carried out smoothly in case of emergency.

Fire escapes routes are marked by international symbols of green/white lights. In case of a fire everyone should spread the alarm and evacuate the building immediately through the nearest emergency exit. The use of elevators is not allowed. The escape routes and doors must not be blocked at all.

Smoke and fire detectors are installed in all CEU buildings. Fires or areas of smoke will automatically sound the alarms. (Please note that smoking is allowed only in designated smoking areas.)

## **Green hotel**

(see also: recycling policy)

The Residence Center is a "Green Hotel", rooms are equipped with energy monitoring system. Please note that the electricity will shut down in the room when the ID is not placed in the holder next to the thermostat. Students are requested to follow the recycling policy of the Residence Center.

Selective waste bins are placed in the common areas, please follow the instructions.

## **Guests**

(see also: check in/check out procedure, registration form)

Resident students can have guests. It is the responsibility of the residents to register their guests and they will be held accountable for all their actions in the Residence Center.

The resident student should fill in the guest reservation form at least one day prior to the arrival of the guest.

**For safety reasons all type of guests (listed below) have to be registered upon arrival at the Reception by completing a**



**registration form. Upon departure, the guest has to check out by signing the form again.**

Failing to check out properly would result in charges for the additional nights.

#### *Daytime visitors*

They can stay until 12 midnight in the Residence Center free of charge. Guests staying after midnight will be considered as overnight guests. In the event of a daytime guest stays after midnight and does not modify his registration at the reception, he has to pay HUF 8000.

#### *Overnight guests with separate room request*

Upon availability, residents may reserve a single room for their guests for 5 500 HUF / night, a double room for 8 500 HUF / night. These rates are not inclusive of the tourism tax which is an extra 300 HUF / person / night.

In case of visa application the total sum has to be paid in advance according to the Hungarian law.

#### *Overnight guest in student room*

One student (in single room or in double room with single occupancy) can only have one guest per night in his/her room and the student must be present during the guest's stay. **Students in shared rooms are not allowed to have overnight guest in their rooms.** The cost of an overnight guest in student room is 2900 HUF per night including tourism tax. Guests are eligible to use all facilities.

The price remains the same even if you refuse to get an extra bed / extra mattress and bed linen.

The extra bed will be delivered to the room within 2 hours after checking-in.

**Failure of registration of an overnight guest will result in a charge of HUF 8000/night /occasion. At second notice exclusion of the student from the Residence Center will be initiated.**

#### **Hair dryer**

It can be borrowed for one day from the reception desk. A deposit of HUF 5000 is required. Students have to make sure to return the hair dryer right after they have used it.

#### **Heating**

Officially the heating period is between 15 October and 1 May, but it might change depending on the weather conditions. Students can adjust the temperature in the room with the thermostat.

#### **ID card**

(see also: access to the Residence Center during night)

All residents must show their CEU ID card when requesting a room. ID cards open the room assigned for the student during the given Academic Year. It is forbidden to give room access or ID cards to a third person. Not complying with this rule can result in the immediate termination of the housing agreement.

Students who lock themselves out of the room can request their room to be opened from the reception desk. Students who lock themselves out five times, will be charged a fine of 1000 HUF.

Lost ID cards must be immediately reported at the reception desk and to Istvan Laszlo Takacs, Campus Services coordinator at [takacs@ceu.edu](mailto:takacs@ceu.edu). Replacement fee is 15 eur, replacement can be arranged with Campus Services.

Visitors must register for a visitor card at the reception each time they enter the building.

ID card must be presented /placed to the terminal installed at the main entrance during night between midnight and 6 a.m.

The Security guards and receptionists are authorized to check the ID cards at any time in the building and the premises.

### **Internet**

The Center has two computer labs with broadband Internet access.

Students' access to the internet and to the IT systems via a private laptop will be blocked immediately, if proper security does not exist on the respective laptops. The whole Residence Center is a Wi-Fi covered area.

### **Ironing**

Irons can be borrowed from the reception desk and can be used in the laundry room. A deposit of 5000 HUF is required

Students have to make sure to return it right after they have used it.

Ironing boards can be found in the laundry. The laundry is the only designated place for ironing, it is forbidden to use iron in the room for safety reasons. Violators of this rule will be charged 5000 HUF.

If the carpet is burnt by iron, the replacement of the carpet is 40 000 HUF

### **IT helpdesk**

IT\_Dormi\_Helprequest@ceu.edu, located on the first floor.

Opening hours:

Monday to Friday 9:00 a.m. – 10:00 p.m, and

Saturday – Sunday 1:00 p.m. – 7:00 p.m.

The on-site IT administrators are in charge of solving all hardware or software related problems. Each student is allowed to turn directly with her/his IT related problem to the on-site IT administrators, who will do their best to fix the problem as soon as possible. If the problem – due to the complexity of the request - cannot be solved by the on-site personnel, then the central CEU IT Service Desk will be involved.

The Helpdesk administrators of the IT Department are exclusively responsible for operating IT equipment (desktops, laptops, etc.) of CEU, they are not in charge of supporting private laptops of the students.

### **Keycard for guests**

Students requesting a separate room or an extra bed for their guests will receive a blank keycard when the guest checks in so that the guest can enter the room. These keycards must be returned to the reception desk when the guest checks out. Fee for lost / not returned cards is 1000 HUF.

### **Kitchen**

There is a small kitchen on each floor.

Kitchens include an electric stovetop, exhaust fan, sink and two refrigerators. Students provide their own cookware and dishes.

Common courtesy requires that students clean up after meals in the kitchen. Housekeeping has the right to throw out dirty dishes and utensils from the kitchen.

The door has to be closed at all times.

Never leave cooking food unattended.

Do not use the kitchen for private parties.

It is forbidden to use extra hot plates in the kitchen lounges and in the TV lounges on the floors, only the electric appliances provided by the Residence Center can be used. Housekeeping has the right to confiscate any appliances found in the lounges and they are returned by the end of the academic year.

## Laptops

IT administrators are exclusively responsible for operating IT equipment (desktops, laptops, etc.) of CEU, they are not in charge of supporting private laptops. However, the IT administrators will assist students how to log into the CEU's or Business School's IT systems by using a private laptop, they will check security solutions on private laptops. Students' access to the internet and to the IT systems via a private laptop will be blocked immediately, if proper security does not exist on the respective laptops.

All CEU policies and guidelines concerning the use of the computing resources apply to the use of Center's computer facilities and private laptops.

## Laundry

A laundry with washing and drying machines is available in the basement. The laundry is open 24 hours a day.

Washing machines and dryers are operated with tokens that can be purchased for 300 HUF at the reception desk.

Please see Ironing.

Students are asked to fill out the Laundry Form posted on the machines, your room number and expected end time of your washing has to be indicated.

## Luggage room

The security services should be contacted in order to use the safe and the Luggage Room.

Opening hours: 6:00 a.m. — 10:00 p.m.

Resident students moving out of the Center may leave their luggage in the luggage room. Students will receive a confirmation paper from the security service. Belongings can be collected by showing this paper and an ID. **The Center stores the belongings left in the luggage room up to six months.** After this, neither the Residence Center nor CEU shall be responsible for the left luggage and no claims concerning the left luggage shall be fulfilled. The luggage room can be used only by resident students and only a limited number of luggage per person can be stored due to the lack of space. The number of luggage is limited to 2 boxes / size: 44\*40\*45 cm / or 2 bags per

person only. The security service will not store open bags and nylon bags.

## **Mail**

Students who receive mail or package will be informed on the notice board at the reception. If you await a package and it has to be paid upon delivery, you are requested to leave the delivery cost at the reception in advance.

Student ID card should be presented when retrieving a package.

We cannot keep mail for anyone once they leave the Residence Center. If mail is delivered after you leave, it will be automatically returned to sender.

## **Maintenance in the room / common areas**

The management will do every effort to avoid disturbances. In case of urgent maintenance of rooms and common areas the quiet hours might be suspended. In case of noisy scheduled maintenance work is needed the management will inform students in advance.

In case of maintenance, the student will be informed and might need to move out from his/her room to another within two days.

Residence Center staff has the right to enter the room if the resident is not present for improvements, repairs and maintenance.

## **Maintenance list**

There is a maintenance list at the reception. If you experience any problem in your room, please report it at the reception immediately. Please do not try to repair it by yourself.

## **Medical Emergency Line**

In case of emergency you should call the Residence Center's reception. Phone: 06-1-327-3150 (if calling from a CEU phone: ext. 5555 or 5500). The reception desk can arrange ambulance service for you or call the 24 hrs medical phone number. Further details and information on services are available in the student handbook.

In case you are not able to contact the Reception desk but you need medical advice or immediate help, please call the CEU MEDICAL CENTER. Before calling, please think over your problem and be ready to identify your location so that you can answer the assistant's questions.

- During the consultation hours, weekdays between 9.00 am and 6.30 pm, please visit or call the CEU Medical Center at the main campus: Budapest, V. District, Nádor u. 11. (Phone: 327 3815, or, if you are calling on a mobile phone: 36 1 327 3815)
- On weekends and weekdays outside of consultation hours you can call the 24 hrs medical phone number: 06 30 83 26 260

The operator may respond to your situation as follows:

- Advise you to see your doctor or psychologist at CEU at later convenient time,
- Advise you to see or to call a doctor on duty at the Medical Emergency Office of the Xth district (address: Budapest, Xth district, Pongrácz utca 19. phone number: 261 5834 or if you are calling on a mobile: 36 1 261 5834).
- Advise you to visit a doctor at the Transplantation and Surgery Clinic of Semmelweis University where you will receive

medical assistance or advice you about further steps you need to take.

- Inform you about insurance related issues.
- In case you need to arrange immediate medical assistance or you need to call an ambulance, the operator will help in arranging assistance for you.

### **Mini market (grocery store)**

There is a small grocery store on the ground floor, next to the main entrance. It offers basic student needs at reasonable prices.

Opening hours on weekdays: 8:00 a.m.—13:00

5:00 p.m.—10:00 p.m.

Opening hours on weekends: 10:00 a.m.—10:00 p.m.

### **Misconduct and offenses**

In the event of any misconduct or offense, the rules and regulations of the *Code of Ethics and the Residence Life Code* of Central European University shall apply. If an immediate sanction is deemed necessary, the Dormitory Student Services Manager will promptly submit a complaint directly to the Dean of Students who, in consultation with the Provost, will decide whether to submit the claim to the Disciplinary Committee. The persons or university body the complaint was lodged with may decide upon an immediate sanction, including expulsion from the Residence Center. In the event of disagreement over an immediate sanction, the student may file a complaint with the Disciplinary Committee or an appeal of the decision of the Disciplinary Committee to the Grievance Committee, respectively.

The Disciplinary Committee or the Grievance Committee has the right to suspend the immediate sanction pending its final decision.

### **Outdoor sports grounds**

(see also: tennis court)

Basketball/football/volleyball court, tennis court is available. The outdoor sport grounds are available till 10 p.m. Sports equipment (basketball, volleyball, football, table tennis rackets, etc.) can be borrowed at the reception.

### **Parking**

The daily rate is HUF 600/day, but resident students can use the parking area of the Center for a discounted monthly fee of 10 000 HUF/month /car and 5 000 HUF/month/motorbike.

### **Party**

Students have the possibility to organize events / parties in Don Pub Low for a deposit of 10 000 HUF. This will be held back till the next working day. If there was not either damage or need for an extra cleaning caused at the venue of the party, it will be paid back. In case a bigger room is needed a conference room (if available) can be reserved the same way for a deposit of 25 000-40 000 HUF, depending on the size of the room.

Students may organize general events, parties in the Bambus Bar. An approval has to be requested from the Dormitory Student Services Manager.

For any party an application form must be filled in 3 days prior to the party. Students may rent technical equipment (if available) for their party by using the same form. Parties must end by 4 am. It is not allowed to use the lounges on the floors for private parties or for spontaneous gatherings.

### **Pets**

Pets are not allowed in any area of the Residence Center.

### **Phone**

Phone calls can be received on the extension sets located in the corridors on each floor, but these sets can be used for making internal calls only.

### **Policy on Holds**

Failure to meet any obligation to the university and the Residence Center, including those conditions set forth in the individual's enrollment confirmation form and financial obligations, will result in suspension of access to student services. These include—but are not limited to—issuance of transcripts and diplomas, access to any of the following: the CEU computer network; the CEU Library; medical services; the University Information System (rental accommodation database, matriculation form, class registration); research grants and fellowship stipends. The Policy on Holds will be applied until the obligation is met and the hold is cleared by the respective office.

### **Posters / pictures on the wall**

Students may put posters up on the board provided in the room. However, if you put posters on the walls and damage is caused then you will be billed for the repair. We do not recommend any kind of adhesive product for use on walls as they will remove the paint and /or leave residue behind. In case of wall damage a fixed amount has to be paid. Please see damage declaration form for costs. The use of pins and tacks on walls is strictly prohibited.

Posters on the doors facing the corridor will be removed. Posting signs and posters in common areas without the prior approval of the Dormitory Student Services Manager is not allowed. Any poster deemed to be offensive will be removed.

### **Presence during the year**

Students who will be away from the Residence Center for a continued period longer than 4 weeks are required to inform the Dormitory Student Services Manager in advance, vacate their rooms and check out properly. This does not include the Christmas/New Year holiday period.

Belongings may be stored in the storage room.

### **Printing Quota**

Each student is allowed to print a definite number of pages during their studies free of charge. The printing quota is monitored by the IT administrators. In case one runs out of the printing quota additional pages can be bought via the Finance Office of the CEU (contact:

Monument Building - Nádor Str. 9., Basement, cash desk opening hours: 9 a.m.-1 p.m.)

The printing quota can be refunded in case of bad quality prints, students have to show the bad quality prints at the IT Helpdesk in the Residence Center, the Helpdesk will approve the number of bad quality pages and make steps to credit these pages.

### **Prohibited activities**

Prohibited activities that are illegal or pose danger to the community

1. Commission of any offense prohibited by the laws of Hungary.
2. Use, sale, possession or distribution of any drugs, possession and promotion of drug paraphernalia.
3. All conduct of violence or any other activity including sale or distribution of hate paraphernalia and music, which may present a danger to the safety of the Residence Center's community.
4. Use, possession, display or storage of any weapon, dangerous instrument, explosive device, fireworks, or dangerous chemical.
5. Distribution and/or sale by students of alcoholic beverages.
6. Subletting the room to a third party is forbidden.
7. Students are expected to respect their community and the staff at all times.
8. Drunken and/or disorderly conduct will not be tolerated and is subject to sanctions. Repeated offences will result in dismissal from the Residence Center.

### **Prohibited activities that are demoralizing or infringe upon the rights of others**

1. Willfully or defiantly violating or promoting violations of the terms of the Residence Center Rules and Regulations or the CEU's Code of Ethics
2. Violating any disciplinary sanction imposed for an earlier violation.
3. Interfering with any CEU-sponsored activity.
4. Failure to comply with the directions of authorized agents acting in good faith in the performance of their duties, including RCs, CEU and CEU Residence Center management/staff, law enforcement or security officers.
5. Failure to provide information upon request by CEU and CEU Residence Center personnel or agent acting in good faith or furnishing incorrect information, including false identification.
6. Endangering, threatening, intimidating, bullying or causing physical harm to any member of the CEU community or to oneself.
7. Interfering with any disciplinary process, including but not limited to, tampering with physical evidence or inducing a witness to provide false information or to withhold information.
8. Any attempt to commit or conceal an act of misconduct prohibited by rules is subject to sanctions to the same extent as completed acts.

### **Prohibited activities that constitute fraud or violation against property**

1. Defacing rooms with nails, tacks, paint, staples, glue, tape, screws, graffiti, glow-stickers etc. is prohibited.
2. Unauthorized presence in or unauthorized use of the Center's property, resources, or facilities.
3. Misrepresenting oneself or an organization as an agent of the CEU or the Residence Center.

4. Forgery, falsification, unauthorized alteration, or misuse of documents, records, or identification, including, but not limited to electronic software and records.
5. Initiating, causing or contributing to any false report, warning or threat of fire, explosion or other emergency.
6. Possessing property the student knows or has reason to believe may be stolen or misappropriated, including illegal software.
7. Misuse, theft, misappropriation, destruction, damage, or unauthorized use, access, or reproduction of property, data, records, equipment or services belonging to the CEU or the Residence Center or to another person or entity.

**Prohibited activities that are discriminatory or violate another individual's person or dignity**

1. Engaging in any act of physical violence against another member of the community.
2. Engaging in discriminatory activities or using discriminatory or hate rhetoric deemed inappropriate by designated CEU official, on the basis of age, ethnicity, gender, disability, color, national origin, race, religion or sexual orientation.
3. Engaging in hazing, harassment or repeated unwanted contact against another member of the community.
4. Engaging in any sexual harassment, offense, including but not limited to, sexual assault or public indecency.

**Prohibited activities that impose hazard to the physical safety of others**

1. Using of any electrical and/or cooking appliance in the rooms including but not limited to hot plates, grills of any type, electrical

- ranges, toaster-ovens or water boilers. Any questions about appliances prior to use must be directed to the Dormitory Student Services Manager. Housekeeping has the right to confiscate any illegal appliances found in the residents' rooms.
2. Smoking on the premises except at one of the outdoor designated areas.
3. Using candles and incense are expressly forbidden in the residence rooms. Additionally, the burning of any substance or the use of any sort of open flame is prohibited.
4. Setting fires, intentionally or recklessly, misusing or damaging fire safety equipment, including, but not limited to, alarms, heat sensors, smoke detectors, hoses, fire extinguishers, and emergency telephones.
5. Unjustified setting-off of the building's fire alarms will result in the student's charge for damages and subject to disciplinary action.

**Prohibited activities that violate the right of others to a peaceful, clean and orderly living environment**

1. Playing music or television in the room loudly is strictly prohibited regardless of the quiet hours. "Loud" is when any other resident outside of the room hears the noise through the wall or the door, and finds this level of sound disturbing.
2. Entertaining guests and/or being loud in the room and engaging in any other behavior that is disruptive to others.
3. Engaging in disorderly, disruptive, or reckless conduct of any sort, which interferes with the activities of others, is prohibited on the premises.



4. It is each resident's responsibility to keep his/her room in a clean and sanitary condition.
5. Disposing of trash elsewhere, but in the provided trash receptacles.
6. Posting signs and posters in common areas without the prior approval of the Resident Counselor.

### **Quiet hours**

*(see also: security service)*

The following hours are deemed "Quiet hours", which means that noise levels has to be kept at a minimum level both in individual rooms as well as public areas.

Monday – Thursday & Sunday: 10:00pm – 8:00am

Friday, Saturday, & holidays: midnight – 9:00am

Courtesy hours apply all day!

During the Study and Exam Weeks, Quiet hours will be 24 hours per day from the last day of classes until the last day of exams.

In case of urgent maintenance of the rooms and common areas the quiet hours might be suspended. In case of noisy maintenance work is needed the management will inform students in advance.

### **Reception desk**

[dormreception@ceu.edu](mailto:dormreception@ceu.edu) open 24 hrs

External calls: (36 1) 327 3150, fax: (36 1) 327 3169

Internal calls: 5555, 5500, fax: 3169

### **Recycling policy**

Students are asked to follow the recycling policy of the Center, and collect paper, glass, metal and plastic waste separately from other waste. There are selective waste bins placed in the lounges on each

floor, in the study room and near the reception desk area. Students are asked to collect recyclable waste there. Used batteries and medical waste can be disposed of separately in the laundry area.

### **Refrigerator**

You will find 4 common refrigerators on each floor. Students are required to keep the common refrigerators sanitary and clean out expired food from the refrigerator.

The common refrigerators are emptied of all food and cleaned on a regular basis. Students will be informed beforehand and asked to wrap and label all food they would like to keep. The Residence Center is not liable for any discarded food which was not labeled before. Students can rent a small refrigerators for their room for 25 000 HUF per academic year. The rental agreement can be signed and the rental fee paid at the reception desk. The refrigerator will be delivered to your room in 1 week after signing the rental agreement. Students are expected to keep their refrigerators clean and they must not deface them (ie. no stickers, paint, markers etc)

You can order a refrigerator for the second term (from January 1<sup>st</sup>) for 15 000 HUF. At the end of the semester or academic year, the refrigerator must be thoroughly cleaned prior to the student's departure and will be checked by the Housekeepers. In case of damage not indicated on the DD form, a fee will be charged to the student account. The housekeeping staff has the right to remove the fridge in case it needs maintenance. Students will be informed in advance. Please note that the fridge is plugged into a socket that has electricity at all times, do not plug the fridge into any other socket as

electricity shuts down in the room when your ID is not in the holder next to the thermostat.

It is not possible to use your own refrigerator in the room.

## **Registration Form**

*(also see check in procedure and guests)*

Upon arrival at the Reception all residents (students, guests) are asked to complete a registration form.

Upon departure overnight guests have to check out by signing the form again.

Failure of registration of an overnight guest will result in payment of HUF 8000/night /occasion which is charged to the student. At second notice exclusion of the student from the Residence Center will be initiated.

Guest registration: the resident student reserves an extra bed or room at the reception; upon arrival, the guest has to check in, sign the form and receives a keycard

## **Residence Permit**

Please find more information at

Please see Accommodation Reporting Form and Certificate of Accommodation.

## **Resident Counselor (RC)**

A Residence Center Council is established each year, composed of Resident Counselors representing the residents of the facility. Resident Counselors (RCs) are chosen for their positive attitude, leadership potential, and sense of commitment. They are responsible for:

1. Communicating concerns, suggestions and criticisms from the students about residence life to the residence management and working with the residence management to make positive changes to the quality of life in the facility.
2. Communicating important announcements concerning residence life from the management and the central administration of CEU to the students.
3. Helping to make rules (and enforcing them) for student behavior at the Residence, e.g., rules regarding quiet hours, use of the TV room etc.
4. Serving as "peer counselors" to the students. A peer counselor is an individual who serves as one initial point of reference for students experiencing adjustment difficulties and who refers these individuals, as necessary, to the CEU counselors (non-medical services).
5. Responding to emergency situations
6. Supporting social and educational programs, and promoting the growth of a positive learning community on the floor area and in the building.

Resident Counselors work closely with the Dormitory Student Services Manager.

## Safe

The reception desk or the security service should be contacted in order to use the safe. Location: in the basement

Opening hours: 6:00 a.m. — 10:00 p.m.

Students must make sure that money, jewelry and other personal valuables are stored safely. The CEU Residence Center is not responsible for lost valuables from the rooms and common premises, is only liable for lost valuables stored in the safe. **The safe** can only be used by the students living in the Center and it **is free of charge**. A deposit of 6000 HUF or 20 EUR is requested when opening a safe, it can be picked up after the safe is emptied and the key is returned to the security. All students can have their individual safes. If the safe key is lost, the replacement fee is 24 000 HUF.

## Scanning

Students can find scanning facility in the big computer lab.

## Security

The reception is not allowed to give out the room numbers and phone numbers of residents because of security reasons. Security cameras are installed in the common areas of the building.

Residence Center staff reserves the right to enter the room if the resident is not present for: cleaning; improvements and repairs; routine room inspections, maintenance; fire and safety inspection.

The Directorate General for Disaster Management established a public alarm system on the roof of the Residence Center since this is the highest building in the area. The system is tested on the first Monday of each month for a few seconds at 11 a.m. When the

loudspeaker speaking in Hungarian says ‘this is a test’, you don’t have to do anything.

## Security service

(see also: *ID card, Luggage room, Safe*)

Dormsecurity: [dormsecurity@ceu.edu](mailto:dormsecurity@ceu.edu)

The security guards are in charge of keeping the peace and order of the Residence Center and they ensure that the House Rules are respected. They report disturbances to the Dormitory Student Services Manager. The security guards are authorized to check the ID cards at any time in the building and the premises and they are required to check the ID cards of students/guests disrespecting the house rules.

In case of emergency or security related check-ups, the security guard may enter the room.

The security guards patrol the building and impose regular and/or random checks on floors in order to maintain and respect the Quiet hours and the preconditions of relaxation and studying. All offences / incidents are reported to the Dormitory Student Services Manager.

The Storage and Safe room can be used with the help of the security service.

## Smoking

Smoking is NOT ALLOWED in any area of the Residence Center. Students wishing to smoke are required to do so outside the building at one of the designated smoking areas (at least five meters away from the door):

- at the bottom of the handicapped ramp at the main entrance
- on the Bambus Bar terrace, between the two doors of the terrace (bar's door and photocell door)

Anyone caught smoking will be liable for a fine, 20.000 HUF. Students asked repeatedly to stop smoking will have to move out of the Center. Ash, discarded cigarette found in the room and on the window sill (also on the outside window sill) or burnt carpet will be considered as evidence of smoking. Incidents related to smoking are taken very seriously due to the fire hazard.

Each room is equipped with a smoke detector for your protection.

Activating the smoke detector by smoking, lighting candles or using forbidden electrical appliances in the rooms will result in a fine.

Students found tampering with fire protection systems will be charged for damages and subject to disciplinary action.

## **Students with disabilities**

Students with disabilities are kindly asked to check the following website for relevant information:

<https://www.ceu.edu/studentlife/disability>

Students having difficulties to use the stairs in case of an emergency (or at the event of a fire drill) are kindly asked to inform the Student Services Manager, Edina Varga at [vargae@ceu.edu](mailto:vargae@ceu.edu)

## **Study room**

There is a study room on the ground floor next to the main entrance. Wi-Fi is available in this study room.

## **Table tennis**

Until the middle of October it is located on the back terrace.

As soon as one of the luggage rooms becomes empty the table tennis will be placed there.

Table tennis rackets can be borrowed at the reception.

## **Tennis court**

Tennis court is free of charge for students and it is available from spring to autumn latest till 10 p.m. Reservations can be made online at <http://teamup.com/ks317e651e9b6f4e27/>.

Key for the tennis court can be collected from the reception. Tennis rackets and balls can be borrowed at the reception.

The tennis court has to be cleaned, the balls collected and returned to the reception desk.

## **TV lounges**

There is a TV lounge on each floor.

TV lounges are also equipped with coffee machine, kettle, microwave oven, and refrigerators. Any other electrical cooking appliances are not allowed.

The door has to be closed at all times.

**Wireless Internet**

Wi-Fi Internet access is available in the Residence Center. Log on to 'CEU' with your Novell username and password.

**Window sill**

It is forbidden to store food or any other objects on the window sill as falling objects may cause accidents or damage to property. Violators of this rule will be issued a warning for the first offense, from the second time will be charged 5000 HUF / occasion.