

CEU RESIDENCE CENTER
RULES and REGULATIONS
FOR STUDENTS
2024/2025



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 other students. We hope that in addition to handling your busy academic schedule, you will also have time for recreation during your stay here in Budapest.

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 Lease Agreement and we hope it will clearly set forth the regulations of the Center for you.

Wishing you the best in the coming academic year,

Edina Varga
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: Edina Varga, vargae@ceu.edu
Office hours: weekdays 9am- 5 pm
(By appointment)

Head of Operations Krisztina Sebestyén
sebestyenk@ceu.edu

Student Services Coordinator: Krisztina Urbán
urbank@ceu.edu
Office hours: weekdays 8 am – 2 pm
(By appointment)

Housekeeping: housekeeping@ceu.edu

Security: dormisecurity@ceu.edu

Cafeteria: nadysabet3@gmail.com

Abandoned property

Any/all items of personal property remaining on the common premises of the Residence Center during the academic year will be considered as intentionally abandoned and discarded personal property. Such property shall be held for a period of 3 months. If it is not claimed by the residents within this period, the abandoned property will be destroyed or discarded. Health hazardous substances, spoiled food and anything that is perishable will be destroyed or discarded immediately.

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 card onto the terminal installed there. If you have problems or don't have your 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.

Bed linen and mattress

Bed linen is changed monthly on the scheduled cleaning day. If you experience quality problems with the new bed linen, you may ask the replacement at the reception. You may use your own bed linen. However, we are not liable for your lost bed linen during the cleaning. Students are not allowed to have an extra mattress in their room unless they have a registered guest.

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 lunch and dinner at a discounted rate for students. If you have any dietary requirements or food allergies please contact the Cafeteria Manager, Nady Sabet. CEU makes every effort to instruct the staff about the seriousness of food allergies. However CEU assumes no responsibility for any allergic reactions caused by food that is eaten at the Cafeteria. Daily offers are available as well. Payment is possible in cash or by credit card. Prices and opening hours are subject to change.

Opening hours: 11:30 a.m.—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.

Check in procedure

(see also: registration form and guest)

Upon arrival students are requested to check in at the reception desk. They are asked to complete a registration form, the Residence Center will scan and record data from your identification document.

Check out procedure

When leaving the Residence Center students have to check out at the reception desk. Failing to check out properly would result in charges for the additional nights.

Cleaning

Lounges and corridors are cleaned from Monday to Sunday between 8 am and 5 pm. The staff cleans the rooms (including bathrooms) and provides clean bed sheets every month, towels are not provided. Rooms are cleaned some time from Monday to Friday, between 8 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 week or select a specific time slot for the cleaning. Cleaning staff will respect the privacy of students and will knock before entering the rooms. Housekeeping and management have the right to enter the rooms at any time to check the condition of the room. If needed, the garbage bin should be put on the corridor in front of the door; the housekeeping staff will empty it between 8 am and 5 pm each day.

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, students are not allowed to skip any cleaning day. If a student has to stay in isolation due to an infectious disease, we will not clean the room during the isolation period.

Extra cleaning can be ordered at the reception between two cleaning days. It costs 12 EUR for a single or shared room, 15 EUR for a one-bedroom apartment, 20 EUR for a two-bedroom apartment. If extra cleaning is needed due to inadequate use of the room or as you skipped the cleaning, the cost of the cleaning, 50 EUR will be charged to the student. If the room will need an immediate extra cleaning the Residence Center will charge the student without any previous warning.

Vacuum cleaner can be borrowed at the reception if needed.

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

Complaint

In case of an incident, students may report the case via e-mail to the Student Services Coordinator (urbank@ceu.edu) or to the Director (varga@ceu.edu)

Cooling

Cooling period depends on the weather conditions, it will be announced in advance. Students can adjust the temperature in the room with the thermostat. Air-conditioning will shut down if you leave the window open.

Damage and other fees

Violating the House Rules may result in a fine. The cost of damage is payable at the reception desk within 30 days.

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.

Data Protection

The Residence Center's Privacy Notice can be found at the reception desk and on the Residence Center's website:

<https://residencecenter.ceu.edu/about>

Door and privacy door lock

For safety reasons it's recommended to keep the door closed at all the time. You may use the privacy function with the inside button if you do not want to be disturbed by anyone.

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

Opening hours:

weekdays: 6.30 a.m. — 10.00 p.m.

weekends: 8:00 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 fitness room area.

Use of the fitness center is at your own risk. CEU shall not be liable for any injuries or damages that arise from the breach of the rules and regulations or from the improper use of the equipment/facilities of the fitness center. CEU does not take responsibility for any accidents and injuries.

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 cards 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.

For safety reasons all type of guests (listed below) must be registered upon arrival at the reception.

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 guest in student room

Students in single rooms can 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 4000 HUF per night, plus 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 10000/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 must make sure to return the hair dryer right after they have used it.

Heating

Heating period depends on the weather conditions, it will be announced in advance. Students can adjust the temperature in the room with the thermostat.

Key card

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

Key cards open the room assigned for the student. It is forbidden to give room access or key 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 at the reception desk. Students who lock themselves out five times, will be charged for 1000 HUF. Visitors must register for a visitor card at the reception each time they enter the building.

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

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 must 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.

Keycard for guests

Students requesting 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 must 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.

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 500 HUF at the reception desk.

Use of the laundry is at your own risk. We cannot take responsibility for lost or damaged items in the laundry.

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

It can be used only if you have a signed lease agreement for next year too.

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

Opening hours: 6:00 a.m. — 10:00 p.m.

You 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, any luggage that was not collected will be destroyed by the Residence Center and neither the Residence Center nor CEU shall be responsible for the left luggage and no claims concerning the left luggage shall be fulfilled. You may leave only a limited number of luggage 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.

ID card should be presented when retrieving a package.

We cannot keep mail for anyone once they have left 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.

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.

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. Use of the basketball/football/volleyball court, tennis court is at your own risk. CEU shall not be liable for any injuries or damages that arise from the improper use of the sports equipment. CEU does not take responsibility for any accidents and injuries.

Parking

The daily rate is HUF 1000/day, but resident students can use the parking area of the Center for a discounted monthly fee of 14 000 HUF/month /car and 7 000 HUF/month/motorbike.

Party

Students have the possibility to organize events / parties in Don pub low for a deposit of 30 000 HUF. You must clean the pub after the

party, if there is no damage or need for an extra cleaning we will reimburse the deposit on the following working day..

Students may rent technical equipment (if available) for their party. It is not allowed to use the lounges on the floors or the lobby for private parties or for spontaneous gatherings. It's not allowed to eat in the lobby.

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.

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 Student Services Coordinator is not allowed. Any poster deemed to be offensive will be removed.

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
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 CEU Residence Center management/staff, law enforcement or security officers.

5. Failure to provide information upon request by 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 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 CEU 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 Student Services Coordinator. 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. Playing music or television or any musical instrument in the lobby is not allowed at any time.
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 Student Services Coordinator.

Quiet hours

(see also: security service)

The following hours are deemed “Quiet hours”, which means that noise level has to be kept at a minimum level both in individual rooms as well as public areas including the backyard terrace area.

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

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

Courtesy hours apply all day!

In the backyard Quiet hours starts at 10 p.m. each day in order to respect the neighboring local residents.

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 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 refrigerator into their room for 40000 HUF per academic year (10 months), 25000 HUF for 5 months, or 7.000 HUF per month. The rental period of the refrigerator cannot be shorter than the lease period of your room. The fridge rent shall be paid at the reception desk. The refrigerator will be delivered to your room in 1 week after paying the rental fee. Students are expected to keep their refrigerators clean and they must not deface them (ie. no stickers, paint, markers etc).

At the end of the rental period, the refrigerator must be thoroughly cleaned prior to the student’s departure and will be checked by the Housekeepers. The housekeeping staff has the right to remove the fridge in case it needs maintenance. Students will be informed in advance.

The fridge is plugged into a socket that has electricity at all times, do not plug the fridge into any other socket as electricity will shut down when your card is not in the holder.

It is not possible to bring your own refrigerator.

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 10000/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 see Accommodation Reporting Form and Certificate of Accommodation.

Room change

Room change is possible free of charge subject to room availability within 1 week after arrival. The Student Services Coordinator, Krisztina Urban should be informed at urbank@ceu.edu.

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.

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: dormisecurity@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 Student Services Coordinator. 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 Student Services Coordinator.

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

Smoking

Smoking including electronic cigarette 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 or covering the smoke detector or activating the smoke detector by smoking, lighting candles/incense or using

forbidden electrical appliances in the room will be liable for a fine, 100 EUR. Students asked repeatedly to stop smoking or activating the smoke detector will have to move out of the Center. Ash, discarded cigarette found in the room and on the 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. Management and Housekeeping have the right to check the smoke detector in your room at any time.

All residents found at the area where the fire detector was activated will be fined.

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

Students with disabilities

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 Coordinator, Krisztina Urban at urbank@ceu.edu.

Study room

There is a study room on the ground floor next to the main entrance.

Table tennis

It is located at the backyard or in the basement depending on the season. In the backyard it's available till 10 p.m.

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.

Remember court cleaning with the tennis court brush after playing tennis. Only footwear with non-marking soles may be worn on the tennis court.

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.

In case your home institution is also member of the Eduroam community, you can simply use CEU's wireless internet service by connecting to the wireless network named "eduroam" identifying yourself with your institutional email address as username and with your Microsoft password.

There is also a separate guest network called 'CEU External and Event' if your institution is not member of the Eduroam community. Password is posted at the reception.

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.

Annex I

Emergency Contacts

Emergency contacts in Budapest

Ambulance: 104

Police: 107

Fire Department: 105

General (European emergency number): 112

CEU Residence Center Reception Desk: 5555, 5500 (: + 36 1 327
31501)

Annex II

Protocol for Emergency Situations

In case of fire / smoke

Fire prevention

- Never tamper with fire safety equipment
- Do not use open flames for anything
- Report on worn or damaged cords
- Smoking is not permitted anywhere within the building
- Participate in fire drills

Plan escape routes

- Know all exits in the building
- Always have two means of exit memorized
- Know the location of the fire alarm boxes and fire extinguishers
- Remain calm
- Stay low to the ground
- Do NOT use an elevator in the event of a fire
- Residents with special needs preventing them from using the escape routes/stairs should inform the Residence Center's management at resman@ceu.edu to create a personalized emergency plan.
- The escape routes and doors must not be blocked at all.

In Case of Fire or Smoke

Anyone noticing a fire or smoke should call the reception by dialing 5555 or 5500 from the corridor (from mobile phone + 36 1 327 3150) or use the nearest alarm box in the corridor. Fire or smoke also can be reported on a general Hungarian emergency line: 112. The Fire Marshall's emergency toll-free number in Hungary is 105. Instructions are displayed in all rooms and elevators detailing these actions ("In case of Fire" notices).

In case of a fire emergency call, the following information must be given:

- the exact location of the fire (town, street name, house number, exact location within the building)
- what is burning
- how big the fire is
- who and what is in danger
- are people injured or non-responsive
- whether the rescue of people within the building has already begun
- name and phone number of the person who is reporting the fire (In many cases the personnel on duty at the local fire service department will contact the person who reported the fire in order to get more information that might help in the firefighting intervention)

In addition to the above in case of fire or smoke:

- Notify people in the area
- Close the door behind you
- Pull the fire alarm box
- Evacuate the building
- Meet at the assembly area outside the main entrance
- Always remain calm

What to do when a fire alarm goes off

- Evacuate immediately upon hearing the fire alarm
- Never ignore fire alarms
- Don't wait to see or smell smoke
- Do not stop collecting your belongings
- Follow instructions from public safety, CEU staff and emergency responders

What to do if you cannot leave your area

- If the door or handle is hot, don't open the door
 - Go to the window and attract someone's attention, by yelling or waving something
 - Wait for help, don't panic or jump
- If the door or handle is NOT hot, open slowly
 - Check for smoke or fire before exiting the room
 - Close the door behind you
 - Pull the fire alarm box on your way out

- Get out of the building before phoning for help
- Stay low to the floor
- Meet at the assembly area
- Follow instructions from CEU emergency team, fire department or any other authorities

Medical emergencies

Life-threatening conditions

If you or someone else is experiencing the following symptoms, call 112 immediately. Try to provide as much information as you can, including location, symptoms, age and gender. Provide first aid if you can safely do so.

- Severe chest pain
- Severe difficulty breathing
- Unconsciousness
- Severe loss of blood
- Choking
- Suspected stroke
- Fitting or concussion
- Drowning
- Severe burns or scalds
- Mental health crisis

First Aid kit and Defibrillator can be found at the reception desk.

Bomb Threat

Received by handwritten note:

Call the reception at 5555 or 5500 from the corridor (from mobile phone + 36 1 327 3150)

- Handle note as minimally as possible.

Received by e-mail:

Call the reception at 5555 or 5500 from the corridor (from mobile phone + 36 1 327 3150)

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- Do not delete the message.

Received by phone:

- Remain calm
- Keep the caller on the phone and ask a lot of questions using the check list below.
- If possible, record the call, signal or pass a note to others to listen and help notify authorities.
- Do not hang up even if the caller ends the call.
- Contact Camps Security at x3911 immediately after the call.

Ask Caller:

- Where is the bomb located? (, floor, room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?

- What will make it explode?
- Did you place the bomb?
- If yes, why?
- What is your name?

Meanwhile write down information about the caller's voice (male/female, tone, accent, language) and the background sounds and noises you hear.

Utility Failure

Power Outage

In the event of an entire building-wide outage, emergency generators will immediately provide power to limited areas. To report a minor, localized power outage, call the reception at 5555 or 5500 from the corridor (from mobile phone + 36 1 327 3150)

Keep flashlights and batteries at easily accessible locations

In case of a major, entire building -wide power outage:

- Remain calm.
- If evacuation of a building is required, leave the building following the emergency escape route signals.
- Do not use candles or other type of flame for lighting.
- Unplug all electrical equipment (including computers) and turn off light switches

If people are trapped in an elevator:

- Notify the reception at + 36 1 327 3150

- Reassure passengers to stay calm and that you are getting help. Instruct passengers to use the emergency phone in the elevator so they can provide direct information to the emergency responders.
- Stay near passengers until assistance arrives if it is safe to do so.

Suspicious Mail/Package

In case you find a suspicious package or get suspicious mail call the reception at 5555 or 5500 from the corridor (from mobile phone + 36 1 327 3150)

Do not open or shake it.

Do not carry or show to others, do not move it.

Do not sniff, touch or taste.

Alert others in the area.

Leave the area, close doors and prevent others from entering by using signs or guarding.

In case you touched it, wash hands with soap and water.

Create a list of persons in the room where the package was received/found.

Armed Individual

1. If you witness any armed individual at any time or if an individual is acting in a hostile or belligerent manner, immediately call 112. If there is time call the Reception at + 36 1 327 3150 if you can safely do so

2. If the armed subject is outside the building:

- Turn off all the lights and close and lock all windows and doors.
- If you can do so safely, get on the floor and out of the line of fire.
- Move to a core area of the building if safe to do so and remain there until an “all clear” instruction is given by the authorities.

3. If the armed subject is inside the building:

- If it is possible to flee the area safely and avoid danger, do so.
- Call 112 with your location if possible (
- If flight is impossible, lock all doors and secure yourself in your space.
- Get down on the floor or under a desk and remain silent.
- Get on the floor and out of the line of fire.
- Wait for the “all clear” instruction from authorities.

4. If the armed subject comes into your room:

- Attempt to get the word “out” to others if possible, and call 112

if that seems practical.

- Use common sense. If hiding or fleeing is impossible, attempt to negotiate with the individual.
- Attempting to overcome the armed subject with force is a last resort that should only be initiated in the most extreme circumstances.
- Remember, there may be more than one active armed subject.
- Wait for the “all clear” instruction by authorities.
- Be careful not to make any changes to the scene of the incident since law enforcement authorities will investigate the area later.
- In case you must flee, do not go to the normal gathering site for your building. Get as far away from the shooting scene as possible and then contact authorities.