

Statutes

General
Rules &
Regulations

Specific
Rules &
Regulations

 OLARAIN

Index

 OLARAIN

Paseo de Ondarreta, 24
20018 Donostia · San Sebastián
Tel.: 943 00 33 00
tutoria@olarain.com
www.olarain.com

Statutes

Chapter I. Structure and purposes	05
Chapter II. Governing bodies	05
Chapter III. Residents	06
Chapter IV. Educational assistance and activities	06
Chapter V. Misdemeanours and disciplinary measures	06

General Rules & Regulations

01. Admission and services	09
02. House Rules	10
03. Functional norms	12
04. Data protection law	16
05. Economic & administrative rulesk	20

Specific Rules & Regulations

Specific additions to the general rules & regulations	23
01. Gym	24
02. Sauna	24
03. Computer area	24
04. "Toti Martínez de Lezea" Library	25
05. Study rooms	25
06. Music rooms	25
07. Technology room	26
08. "Txokus"	26
09. Photocopier and document shredder	27
10. Spatium	27
11. Dining room	28
12. Lounge	29
13. Motorcycle and bike park/surfboard storage	29
14. Padel tennis	29
15. Locker room during the academic term	31
16. Laundry and ironing rules	31
17. Laundry and room cleaning days	32
18. Sundry	33
19. Holidays and end of the academic year	33
20. Changes in these rules & regulations	33

Statutes

 OLARAIN



CHAPTER I. STRUCTURE AND PURPOSES

Article

01. The Colegio Mayor Olarain (henceforth Olarain University Hall) is a private, mixed and non-denominational university residence unrelated to any political party and jointly constituted by the “Ekintza Fundazioa”, “Ikastaries, S.A.” and “PBP Olarain S.L.”

Article

02. The main purpose of the University Hall of Residence is to provide accommodation and board to university and post-graduate students, contributing to their overall education by organising charity, cultural and sports activities.

Article

03. The University Hall of Residence also has the objective to provide a service to the overall university education community. It can therefore accommodate both teachers and non-teaching staff – including members of their families wishing to spend short periods of time at the Centre, and adults connected to the different fields of culture, leisure and sport.

CHAPTER II. GOVERNING BODIES

Article

04. The University Hall of Residence is governed, collectively, by the Board of Governors and the Board of Directors and, individually, by the Centre Warden.

Article

05. The Board of Governors is made up of representatives of each of the promoting bodies. It is chaired by one of its members, with the University Hall of Residence Warden acting as Secretary.

The Board of Governors is responsible for drawing up the University Hall of Residence Rules & Regulations and is the body with greatest authority in all matters of their interpretation.

The Board of Directors is the body which advises the Warden's Office as regards the adopting of measures to help achieve the objectives of the University Hall of Residence and is responsible for specifying the disciplinary measures to be taken in the event of persons who seriously and severely contravene the Centre Statutes and its General and Specific Rules & Regulations.



Article

06. The Warden's Office has the purpose of fulfilling and ensuring fulfilment of the University Hall of Residence Rules & Regulations, ensuring its good running, the good order of its community life and coordinating the staff working in its different services, in addition to all functions attributed to it under the Centre Rules & Regulations and by its Board of Governors, with the exception of those that cannot be delegated.

CHAPTER III. RESIDENTS

Article

07. A resident is a university or post-graduate student registered to stay at the University Hall of Residence either for the full academic year or for a temporary period.

Article

08. The residents must accept and scrupulously respect the General and Specific Rules & Regulations of the University Hall of Residence, its customs and traditions. They must also respect the freedom and rights of its staff and their fellow residents, behave properly for the good

of others and take care of the Centre image inside and out.

CHAPTER IV. EDUCATIONAL ASSISTANCE AND ACTIVITIES

Article

09. The University Hall of Residence will provide each and every one of its residents guidance in their studies, making all of its material and personal means available for their use.

Article

10. The University Hall of Residence will organise, during the academic year, educational, cultural and sporting activities with the collaboration and participation of its residents.

CHAPTER V. MISDEMEANOURS AND DISCIPLINARY MEASURES

Article

11. Misdemeanours are understood to be actions against or failure to respect the freedom and dignity of the residents or people who live and work in the University



Hall of Residence, who cause damage to the building, its installations or surroundings, who harm its good image, and who go about any other actions that contravene the Centre rules and customs.

Article

12. Said misdemeanours can be minor, serious and gross. Each particular case will be assessed by the University Hall of Residence Warden's Office.

Article

13. The disciplinary measures can be:

Minor misdemeanour:

Private communication to the resident and/or to their father, mother or tutor.

Serious misdemeanour:

Temporary exclusion.

Gross misdemeanour:

Permanent exclusion.

Article

14. The disciplinary measures to be taken for serious and gross misdemeanours will be decided by the Board of Directors and will in all cases be communicated to the resident's parents or tutors.

General rules & regulations

 OLARAIN

ADMISSION AND SERVICES

- 01.** The conditions of admission and readmission will be established yearly by the University Hall of Residence Warden's Office.
- Under no circumstances is readmission a right. Admission or readmission must be requested before the start of each academic year, within the deadlines stipulated in each case and according to the requirements announced.
- 02.** The admission conditions will always take account, among other factors, of the applicant's academic performance. For readmission, their attitude, behaviour and participation in activities at the University Hall of Residence during the previous year will be decisive.
- 03.** The minimum stay of a resident student (except for extraordinary cases duly authorised by the University Hall of Residence Warden's Office) is one full academic year. Said period runs from the day prior to the date announced for the start of each year, until the day
- after the last exam of the year established by the corresponding university.
- 04.** The services (with the characteristics that regulate their particular rules of use) are as follows:
- a)** Tutorship, monitoring of integration and academic follow-up.
 - b)** Cultural and sports activities.
 - c)** Use of the Centre's installations and educational facilities.
 - d)** Accommodation and board (breakfast and/or lunch and/or dinner) every day of the week.
 - e)** Regular cleaning of rooms and quarters.
 - f)** Weekly washing of bedding and bathroom towels.
 - g)** Free use of own and "Ikastola Ekintza" sports installations, with the exception of the padel tennis court.
 - h)** Locker room during the academic term.
 - i)** 24-hour reception service.
 - j)** Personal clothing laundry service (optional).
 - k)** Transport service between Olarain and the Basque Culinary Center, provided that there is sufficient demand.
- Telephone, photocopying/

printing, vending machine, padel court use, personal laundry service, transport, transfer to a health centre in the event of illness or accident and all other costs not expressly included in the above list, will be paid for by the person who incurs them.

Telephone, photocopying/ printing, vending machine, padel court use, personal laundry service, transport, transfer to a health centre in the event of illness or accident and all other costs not expressly included in the above list, will be paid for by the person who incurs them.

05. Residents can lose their status as such for the following reasons:
- a)** Repeated failure to obey the University Hall of Residence Statutes and its General and Specific Rules & Regulations, even if the misdemeanour is not considered to be gross.
 - b)** Gross misdemeanour.
 - c)** Arrears with payments.
 - d)** A disease acquired or not detected before coming to the Hall of Residence and which represents a risk to the health of other residents or workers at the Centre.

HOUSE RULES

01. The Warden, Warden's Office, residents and direct or contracted staff undertake to respect and enforce respect for the house times and rules to the extent that they individually or generally affect each area, with particular emphasis on total respect for and consideration towards each and every member of the University Hall of Residence collective.
02. The Warden's Office and its collaborators can request proof of identity from any resident when considered necessary.
03. The ordinary and effective means of communication between the Warden's Office and the residents is by email, social media, the Reception pigeonholes and the notice boards posted in different parts of the building. The Warden's Office can establish any other extraordinary notification system it deems necessary.
04. All public posters, announcements and lists must be fully respected. To post these, express authorisation must be received from the

University Hall of Residence Warden's Office, which will stamp the corresponding posters or flyers.

05. Care will be taken throughout the Centre not to talk loudly, shout or make any other kind of noise likely to cause disturbance. Earphones must therefore be used with all audio equipment (music, radio, computer, etc.) in rooms and common areas, ensuring that the sound is completely inaudible to others.

06. All residents must do their part to maintain the cleanliness and order of the University Hall of Residence. Thus, independently of individual good judgement, it is forbidden to bring into or consume in the Centre, food prepared in other places (such as pizzas, hamburgers, chicken, sandwiches of any kind), or the ingredients required to make these. Failure to obey this rule will be considered a minor misdemeanour. It is strictly forbidden to possess and consume illegal drugs and alcoholic drinks in the building, including all gardens and HUMUS. Failure to obey this rule will be given the consideration of gross misdemeanour. Should the Warden's

Office have good reason to suspect that a resident is in the possession of illegal drugs or is consuming them at the Centre, they will be personally advised of their misdemeanour and their father/mother or tutor informed of the situation.

Law 42/2010, of 30th December, amending Law 28/2005 of 26th December, forbids smoking in teaching and educational institutions. Failure to respect this rule will imply immediate temporary exclusion from the Centre for a period of three days, which may be extended in the event of actions including the intention to deceive, use of common areas, disabling of detectors or similar devices. Repetition of such behaviour will mean permanent exclusion.

07. Proper use must be made of the building, its installations and furniture, and care taken not to cause damage. Drawing pins, staples and nails must not be used on walls or furniture in general or in the resident's room in particular. In all cases, glues or adhesives that leave no mark must be used. The cost of repairing any damage caused to a room, furniture or installations (other than due to normal use) will

be deducted from the deposit paid by the resident in order to correctly restore all means provided for their use during their stay at the University Hall of Residence.

In accordance with existing legislation in the municipal area of San Sebastian, it is forbidden to hang clothes and towels from windows, and to affix posters or stickers on the room windows; the same applies to placing objects on windowsills and terraces.

08. Practical jokes on new residents are strictly forbidden and will always be considered as gross misdemeanours.
09. Each and every one of the residents must maintain and encourage an educated, respectful attitude towards their fellow residents, avoiding any kind of attitude or action that could upset them. Distasteful jokes, strong discussions, fights and all kinds of altercations are forbidden; should these occur, they will be considered as serious or gross misdemeanours depending on the circumstances, given that such occurrences contravene one of the basic principles

governing relations between people at the University Hall of Residence. Similarly, residents must take particular care with their attire, the tone and forms of their language and must behave with due decorum in a place where a large collective of people coexists on a daily basis.

10. It is each resident's responsibility to read the warnings and notices issued by the Warden's Office, and to attend all meetings indicated as compulsory. Absence from such meetings will require justification.
11. The Warden's Office of the University Hall of Residence must be informed of and issue authorisation (when considered appropriate) for any particular celebration or meeting planned. Said Office will also assign a space for the event to ensure maintenance of the work and study atmosphere.

FUNCTIONAL NORMS

01. **Entry**

Each resident will have a personal, non-transferable

card for entry to their room and to the common areas of the University Hall of Residence.

Infringement of this norm may be qualified as serious misdemeanour.

02. Rooms

Rooms will be assigned for the full academic year.

Residents cannot change rooms during the year unless they do so for reasonably justified reasons.

To assign the rooms, the following criteria will be taken into account: amount of time spent at the Centre as a permanent resident, participation in activities at the Centre and the personal preferences of the interested party.

All rooms are provided for strictly personal and non-transferable use. This means that the room can only be used by the resident to whom it has been assigned; it cannot be occupied temporarily and the resident is forbidden to sleep in another room not assigned to them, or to let another person or resident or not resident occupy or spend the night in their room.

Failure to observe this norm may be qualified as gross

misdemeanour.

Allowing a person not authorised by the University Hall of Residence Warden's Office into their room and/or into any part of the Centre, will mean immediate exclusion of the resident who has allowed the irregular situation to occur. The University Hall of Residence Board of Directors has no power to change this sanction.

The rooms are places for individual rest and study; absolute silence must therefore be respected in the corridors and areas of communication.

For reasons of safety and order, the use of certain electrical apparatus is forbidden, such as portable stoves, microwaves, electric fans, etc. All apparatus for playing music, radios and computers must be equipped with earphones.

Furthermore, no pets, weapons of any kind or plants deemed inappropriate by the Warden's Office are permitted.

All plugs in the room have electric current whether or not the card has been inserted into the electricity slot.

The manipulation of any Hall of Residence safety and energy control systems

or having unauthorised electrical apparatus are both considered as serious misdemeanours.

On cleaning days (twice weekly for full-week stays) residents must leave their rooms completely free before 10 am; residents cannot stay in their rooms while cleaning is underway. For the rest of the week, care of the room and bathroom will be the responsibility of the residents, who will keep their rooms tidy and make their beds every day.

As a general rule: if, when cleaning staff come to clean a room, the resident is still in it and fails to leave immediately, and/or if the room is so untidy that the person responsible for cleaning cannot proceed with their normal work, no cleaning will be done on that day.

If this situation repeats itself, the cleaning service could be cancelled, leaving the resident responsible for keeping the room in perfect conditions.

The rooms must be kept reasonably tidy to help the cleaning staff go about their work. The bathrooms and toilets must also be kept clean and not used to wash clothes or dishes.

During the academic term, suitcases, travel bags, skis and, in general, items of any

size, must be stored away in the cupboard for easier room cleaning. Items that do not fit in the cupboard can be kept in the Hall of Residence locker room.

At the end of term, residents must remove all of their personal belongings, leaving the room and the lockers completely empty of their personal effects.

03. **Entry/exit and visits**

Residents of the University Hall of Residence are free to come and go as they wish 24 hours a day. However, between 12 o'clock midnight and 8 am they must record their entry by approaching their personal card into the machines provided for this purpose in the main lobby.

When a resident does not intend to spend the night at the University Hall of Residence ("not spending the night" is considered to mean when they return after 7 am.) they must leave their personal card at reception.

The Board of Directors, in an extraordinary situation where there are indications that the health and well-being of its residents may be at risk, has the power to establish a nightly closure of the facilities.

Visits received by the residents will be attended to in the University Hall of Residence lobby; visitors are not allowed into the rooms or common areas with limited access without express authorisation from the Warden's Office or from the person delegated for this purpose.

Except in extraordinary cases previously authorised by the Warden's Office, no non-residents can stay in the Hall of Residence between 10 pm and 8 am the following morning.

04. **Computer networks, wired and wireless**

Residents connect to the Internet of their own free will and at their own risk. The liabilities and consequences arising from Internet use are their exclusive responsibility.

Olarain will only provide Internet connection for its residents. Other people or entities are forbidden to use this Internet connection. Residents must not provide third parties with the passwords or codes of access required to use this service.

Olarain does not guarantee secure communications. The use made by a resident of their user codes, passwords, access codes, connections to websites with private

areas, etc. is their exclusive responsibility.

It is expressly forbidden to use the connection provided by Olarain for non-ethical, abusive or inappropriate reasons; also, to engage in administrative infringements or to break any law or regulation. The resident must make themselves familiar with the legislation existing on the subject at all times and must strictly obey it.

All connections to, browsing and use made by residents of the Internet access provided by Olarain can be recorded, monitored and analysed by Olarain, with the consequences described above.

The University Hall of Residence computer system automatically blocks programs likely to hinder performance of the Centre network and Internet pages with illicit content.

The Hall of Residence Warden's Office recommends that residents have updated antivirus software on their computers before connecting to the Olarain networks.

Any device found to be consuming excessive bandwidth will be disconnected from the network.

Any cyber-attacks on the

Hall of Residence networks and/or on the computers connected to it, and any attempts to violate the intimacy of the network users, will be considered as gross misdemeanour and will imply immediate exclusion of the resident.

In the event of a resident detecting undue use of the service, or its use by unauthorised parties, they must immediately inform Olarain of the situation.

05. **Sunday to Friday stays**

Room use in this case is only from Sunday to Friday. Rooms must therefore be left completely empty on or before the weekly check-out time.

Residents can use common areas such as the library, study rooms, lounge and gym on Sundays, prior to their check-in time, and on Fridays after check-out.

Once they have vacated the room, they must hand their card into Reception. In the event of wishing to use the above-mentioned common areas after check-out time, they must request a common areas card from Reception.

Alongside the lifts of the AB module, in the basement, there is a large locker room where residents can leave

items they don't want to take with them.

Access to this room is only for residents who have chosen the Sunday to Friday option.

Olarain accepts no responsibility for objects left inside or outside the lockers.

Rooms will be cleaned and the sheets and towels changed on Fridays by the Olarain cleaning staff. For the rest of the week, care of their rooms and bathroom will be the responsibility of the residents, who will keep their rooms tidy and make their beds every day.

The option of extending the stay over the weekend is available when required. To benefit from this option, written notification must be sent to the reception at least seven days in advance reservas@olarain.com

DATA PROTECTION LAW

In accordance with the provisions of Data Protection regulation, Colegio Mayor Olarain, S.L., as data Processing Manager, with Fiscal ID Number NIF B20581138, hereinafter "OLARAIN", wishes to inform you of the following:

01. Purposes. The personal data and documents provided throughout your relationship with the Processing Manager will be included in our processing systems with the purpose of managing the administrative and organisational tasks of Colegio Mayor, the promotion and dissemination of our services and activities, performing the legitimate functions of our business activity and fulfilment of the legal obligations arising from the same, as well as any other purposes arising from the By-Laws, the school's internal Regulations and the operational working hours and criteria in force at all times.
02. OLARAIN has video-surveillance cameras installed in several internal areas, as well as outside the building itself. Your image may be therefore included in the data we process, known as "Video-surveillance", the purpose of which is to ensure the proper care and security to residents, workers and third parties as well as for the company's own activities and facilities.
03. OLARAIN has access monitoring systems in place, based on the use of electronic cards. The use of your electronic card may therefore be included in our data processing known as "Access to internal areas", the purpose of which is the proper monitoring of access to the Colegio Mayor facilities and the management of any ensuing incidents.
04. Duty of confidentiality. The processing of personal data is protected by the duty to professional secrecy and shall take place by applying the proper level of confidentiality in accordance with the provisions of legislation in force on Personal Data Protection.
05. Consent. The undersigned, as well as his/her family members or caregivers, provides his/her express consent for the Processing Manager to collect and process his/her personal data, including, if applicable, data related to his/her health. In the event of providing data belonging to your family members or third parties, you guarantee that you have obtained their express consent for the provision of their data to OLARAIN.

06. Method and duration. The processing of personal data may take place in both paper and electronic format. OLARAIN may retain the data for the fulfilment of your legal obligations or your legitimate interests without any time restriction, unless you request otherwise.

07. Communication of data. Personal data will only be processed for the purposes described and will not be used or assigned to third parties for any other purpose, unless you expressly request this in writing. However, OLARAIN may notify parents or the legal representatives of the resident or the company or the institution on whose behalf this party has the condition of resident at the Colegio Mayor, of any of these data (including image and audio) relating to behaviour, incidents, punishments, school check-in and check-out system, participation in activities, and any others that are necessary for the proper fulfilment of the purposes indicated in the By-Laws, the school's Internal Regulations and of the criteria and operational hours that affect the resident, and specifically, any data related to the condition of the residents' rooms, access control and video-

surveillance. OLARAIN may also communicate the data to the Department of Education of the Basque Government, the Basque Department of Health (Osakidetza), the University of the Basque Country, the Provincial Council of Gipuzkoa, Sports Federations, the School's insurance company, as well as for any other cases provided, authorised or required by law.

08. Contact with the college. The undersigned as well as his/her family members or caregivers, if applicable, provide their express consent to the Processing Manager to send them information and documentation related to its services and activities by electronic means, including email, electronic messaging and similar tools.

09. The following are the legal grounds for the processing of the data described in this Privacy Policy:

- a)** your consent for the processing of the data,
- b)** the need to process your data for the provision of the services that you request,
- c)** fulfilment of the legal obligations by the Processing Manager, and/or
- d)** the legitimate interest of

the Processing Manager, such as for the promotion and dissemination of our services and activities.

at Paseo de Ondarreta 24, 20018 Donostia San Sebastián (Gipuzkoa) or to the email address tutoria@olarain.com, attaching a copy of your National ID document or equivalent ID document. The control authority to contact if you are not in agreement with the resolution of requests or to file a complaint, is the Data Protection Agency: www.aepd.es

10. Due to the fact that this document constitutes OLARAIN's Data Protection Policy in relation to its residents, it is therefore not necessary to inform you about the same in subsequent forms and services provided, except for changes in the same or legislative amendments. The contribution of the data requested, your request for our services and the acceptance of this Policy entails your express consent for the the Processing Manager to collect and and perform all the data processing described, including data related to your health, whenever necessary. OLARAIN can not provide the services requested if you do not provide consent for the processing of your data or subsequently withdraw it.

Colegio Mayor Olarain, S.L., as Processing Manager, is requesting your express consent for the following data communication and processing:

- a)** Data related to the name and surnames, personal image, number of rooms, postal and electronic address, phone number, where the person is originally from, activity or studies completed by the resident, the roles performed at the school and the activities which he/she participates in, can be communicated each academic year in electronic and paper format as well as being published on the school's notice boards to be read by the rest of residents, users, visitors and personnel from the school.

11. Rights. You can exercise your rights of access, rectification, restricted processing, deletion, opposition and portability as well as withdraw your consent or any other request related to this matter, by writing to OLARAIN,

I CONSENT
I DO NOT CONSENT

b) The data related to the name and surnames, personal image, postal and electronic address, phone number, activity or studies completed by the resident, the roles this party performs in the school and the activities that this party may participate in may appear in OLARAIN' publications.

I CONSENT
I DO NOT CONSENT

c) The data related to the name and surnames, image, voice, postal and electronic address, phone number, activity or studies completed by the resident, the roles this party performs in the school and the activities that this party may participate in may be included on OLARAIN's social channels, networks, blogs and websites as well as on OLARAIN's intranet.

I CONSENT
I DO NOT CONSENT

ECONOMIC & ADMINISTRATIVE RULES

01. Deposit

Pre-registration for the

University Hall of Residence during the academic year requires the payment of a deposit. The amount of this deposit will be established yearly by the University Hall of Residence Warden's Office.

The purpose of this deposit is: to consolidate the pre-registration application; to guarantee the payment of repairs for damage to installations and/or material belonging to the Hall of Residence caused individually or collectively for reasons other than normal use; to meet potential outstanding debts incurred by the resident as regards their monthly payments or other services, etc.

If, once the academic year is underway, the student renounces their place for reasons of their own or due to their exclusion from the Centre, the University Hall of Residence will not return the amount of the deposit but will keep it as compensation for the damage caused by the taking of such a decision.

Neither the Centre Board of Directors nor its Warden have the authority to change the above regulation.

The cost of repairing any damage caused or of replacing elements rendered useless due to their wrongful use by residents, and particularly those

occurring in a resident's room, will be deducted from their deposit.

Said deposit will be returned within a maximum of 60 days from the date on which the resident leaves the University Hall of Residence at the end of the academic year, once their room and final payment of all amounts due has been revised.

02. Method of Payment

Monthly rates will be charged, in advance, to the **bank account** indicated by the resident's father, mother or tutor, by means of a standing order payable on the first day of every month.

In case event that the monthly fees are not to be domiciled, the resident will have to pay the nine installments in two phases. The months of September to December before formalizing the registration and in December the fees from January to May.

Full month payments will be charged from September to May, both inclusive, no matter what date the resident arrives in September and leaves in May.

In the event of having to start the term before September 1st, the August dates will be charged proportionally to the cost for a full month. The same applies in the event of having to prolong the stay until early June.

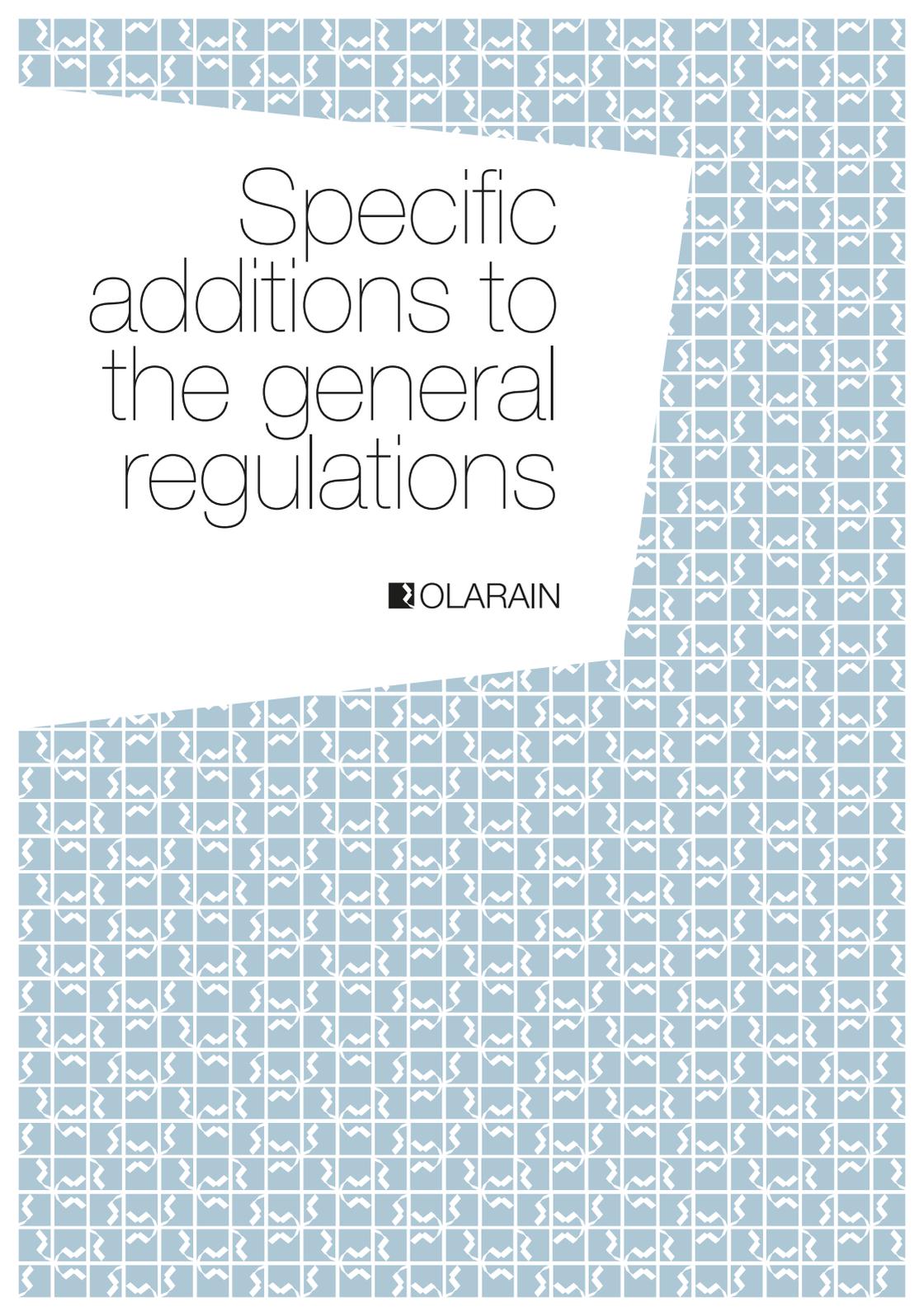
Once a resident has left Olarain, in the event of wishing to stay at the Centre for the June resits the price per day will be 5% of the monthly payment.

Once accepted, the resident undertakes to pay the full amount of the academic year within the deadlines established by the University Hall of Residence Administration Department, except in the case of exclusion. In the event of exclusion, the sanctioned resident shall pay for each and every month of their stay at the Centre, including the full cost of the last month, no matter what the date of their exclusion.

Delays in monthly payments will imply expulsion of the resident from the University Hall of Residence.

In the event of a resident leaving the Centre for any reason, including exclusion, no amounts already paid to the Hall of Residence will be returned (including the deposit referred to in point 01 above and payment for the month when the departure occurs).

As is the general rule in this kind of institutions (residential colleges and university halls of residence), no discounts will be applied to amounts paid during absence of the resident, or in the event of delay in their arrival.



Specific additions to the general regulations

 OLARAIN



SPECIFIC ADDITIONS TO THE GENERAL REGULATIONS

Particular importance is placed on regulations referring to the personal and non-transferable use of each room and to the silence, studious atmosphere, cleaning and order required in all rooms and outside the building.

Other important aspects, generally demanded by the residents themselves, are personal hygiene (body odour for instance) and composure (no feet on the tables or sofas) which must be especially observed in the common areas: café lounge, dining room, TV rooms, saunas, etc.

Residents should remember to greet others courteously when meeting them inside the building or in the carpark.

For access to rooms from midnight onwards, residents must clock-in at one of the card machines in the building lobby.

The Reception pigeonholes are identifiable by the resident's room number and are used to leave notes, letters and notifications for the residents.

The Hall of Residence accepts no responsibility for delays in receiving information placed in the pigeonholes; it is every resident's responsibility to check

their pigeonhole daily and to ask for its contents.

The Reception is not a locker area for leaving personal objects such as books, backpacks, etc.

From Sunday to Thursday the basement Will close at 00:00 and Friday and Saturday at 1:00. No entry to or staying in the area is permitted between these hours.

For safety reasons, only the upper central terrace can be accessed from 8:00 until 22:00; The side terraces are reserved for access to specialised personnel for carrying out maintenance work.

Those who have requested a place at the Centre and have not been accepted, residents definitively excluded or those temporarily excluded (during the period of their exclusion) are not permitted to enter the Centre during the school year.

Failure by a resident to respect the regulations that affect each and every one of the Hall of Residence services could lead to that person being forbidden to use them.

In the event of such failure involving several residents, the service could be cancelled for all residents of the Centre.

Non-residents wishing to access any of the Centre installations, with the exception of the lobby, must make a justified request to the Hall of Residence Wardens' Office.

01. GYM

Times:

From 7 am to 10.45 pm

Those using this installation must take a towel with them or, if they don't have one, use the cleaning and drying paper provided in the gym.

All machines used must be cleaned and dried, leaving them in the same condition as they were found prior to use.

All mobile material in the gym, and particularly the weights, must be tidily returned to their original place; under no circumstances must they be removed from the gym.

It is advisable to take care when using machines with precision gauges.

To maintain the general rule of silence required throughout the building, anyone listening to music in the gym must use earphones.

02. SAUNA

Times:

**From 10 to 12 am
and 6.45 to 9.45 pm**

To activate the sauna, the room card must be inserted into the card slot outside it.

For obvious hygienic reasons, residents must enter the sauna barefoot and equipped with a towel to avoid direct

contact of their bodies with the wood, except for the floor.

No watches, chains, bracelets or garments other than indicated must be taken into the sauna.

The University Hall of Residence takes no responsibility for losses caused by failure to observe this regulation.

Residents must not take the stairs or the lifts or walk through the basement dressed only in their bathing suits and towel.

There are changing rooms in the basement for use before and after the gym and sauna.

Residents must be dressed with the decorum expected throughout the Centre when going from the changing rooms to these installations.

03. COMPUTER AREA

Computer area has a very limited number of computers and is only intended to solve temporary situations when a resident does not have a personal computer for some reason or another.

No personal information should be saved on the hard disk of these computers as the system will delete it with each reboot with no possibility of its recovery.



04. “Toti Martínez de Lezea” LIBRARY

There must be absolute silence in the library to maintain the necessary atmosphere of work and study on both floors.

In the event of having to ask something, this should be done outside the room or in one of the rooms assigned for group work.

Eating and drinking are forbidden in the Library. There are other nearby parts of the building for this purpose.

The work station must be left in the same conditions as it was found, with the desk clean, the chair pushed in and all individual and collective lights switched off.

Exceptionally, in the event of only a few residents using the library at the same time, books and notes can be left tidily on the desk to permit cleaning of the installation.

Magazines can only be read in the Library.

If, exceptionally, a resident needs one of these magazines for work requiring exterior use, they must ask for permission to remove it from the Residents Office or Tutorial Office.

At the end of the academic year, all notes, books and personal items will be removed from the

library and placed in the corresponding containers.

05. STUDY ROOMS

The study rooms are conceived as places for working in small groups and talking is permitted in them, provided that it does not disturb others in rooms nearby.

In these rooms, the group study will take precedence over the study at the individual level.

Eating and drinking are forbidden in the study rooms. There are other nearby parts of the building for this purpose.

The work stations must be left in the same conditions as they were found, with all of the desks clean (free of books and notes), the chairs pushed in and all individual and collective lights switched off.

When cleaning, the Hall of Residence staff will discard all items incorrectly left on top of the desks or in any part of the room.

At the end of the academic year, all notes, books and personal items will be removed from the study rooms and placed in the corresponding containers.

06. MUSIC ROOMS

**Times:
From 7 am to 11.00 pm.**

Preferential use of the music rooms is reserved for residents studying at the Higher School of Music of the Basque Country.

In the event of more music students than available rooms, the Warden's Office (in agreement with the residents enrolled at Musikene) will draw up a timetable to ensure their balanced use.

After use, the rooms must be left perfectly clean and tidy.

07. TECHNOLOGY ROOM

The technology room is a space conceived for the carrying out of manual work such as models, posters, sets, the tracing of plans, etc.

While it is permitted to talk in this room, it is forbidden to eat, drink or listen to music without earphones.

The work stations must be left perfectly clean and tidy: with all desks duly equipped with their protectors (with no books, notes or remains of materials used), the chairs pushed in and the lights out.

Exceptionally, uncompleted work can be left on the shelves installed for the purpose with a visible note stating that it should not be thrown in the bin, indicating the author's name, their room number, and the length of time that said work is

expected to stay in the room.

Once the academic year has finished, any model-type projects, notes and books –as well as all personal objects– shall be removed and thrown in the corresponding rubbish bins.

08. "TXOKUS"

Times:
from 9 am to 11pm

"Txokus" is exclusively reserved for cookery students. This room will be used to practice skills acquired in the theoretical sessions and will under no circumstances be used to cook food for the residents.

The door to the "Txokus" must remain closed at all times. Furthermore, it must be used by a maximum of two residents at a time.

After using the room, everything must be left perfectly clean and tidy; the residents will be responsible for washing all cooking implements, worktops and elements/machines used.

Cookery student residents must clean the extractor, the fridge, the oven, the fryer, the griddle, the induction hob and the microwave.

Residents working in the "Txokus" are responsible for taking all waste generated to

the outside containers and for placing clean bags in the corresponding bins.

Care must be taken to switch off the oven, the fryer, the microwave, the extractor and the induction hob before leaving the “Txokus”.

The Olarain University Hall of Residence will supply all necessary cleaning material, provided that it is properly used.

Before the Christmas and Easter holidays the refrigerator must be completely empty, and before the summer holidays, both the refrigerator and the freezer must be left empty and clean.

The University Hall of Residence is not responsible for acquiring or storing the ingredients required to prepare the dishes.

It is strictly forbidden to remove the dishes cooked from the “Txokus” without express authorisation from the Warden’s Office.

Failure to observe these regulations could lead to the suppression of this service for the offender.

use by all residents; it must therefore be treated with special care.

Olarain, guaranteeing their privacy and in keeping with its undertaking to fulfil the Data Protection Law, provides all residents with the use of a document shredder.

The shredder is located alongside the photocopier/printer.

10. SPATIUM

Spatium is located in the basement, is a place of shared leisure and entertainment for the Hall residents.

The Good behaviour and standards of education expected in a place of collective use must be respected throughout the área, and very particularly in the lounge. For reasons of mutual respect, it is forbidden to:

- Eat or drink.
- Talk in a loud voice.
- Not to use shoes and not to be well dressed.

09. PHOTOCOPIER AND DOCUMENT SHREDDER

The photocopier/printer is a very sensitive apparatus for

It is open at the following times:

Sun, Mon, Tues, Wed, Thurs
07:00 - 00:00

Fridays and Saturdays
07:00 - 01:00

11. DINING ROOM

The dining room is managed by a sub-contracted company and its opening times must therefore be scrupulously respected, as follows:

	Normal week days	Saturdays and public holidays
Breakfast	07:30 09:30	08:00 11:00
Lunch	13:30 15:30	13:30 15:00
Dinner	20:30 22:00	20:30 22:00

Any changes to these times on special days (Easter holidays, etc.) will be announced as appropriate.

The dining room is self-service and the meals are as follows:

Breakfast

- Juice or fruit.
- Espresso, latte, Cacao, Infusion or Yoghurt.
- Milk.
- Cereals or Muesli.
- Bread or Toasts.
- Honey, Butter, Marmalade, Cacao, or Tomato.
- Cold meat portion.

- Two Croissant or two Chocolatine or one pancake or two pastries.
- Choose one of the following grilled dishes:
 - Omelette.
 - Two grilled eggs.
 - Grilled egg with two slices of bacon.
 - Grilled egg with two sausages.
 - Three sausages.
 - Three slices of bacon.

Lunches and dinners

The menu will normally consist of a choice of starters, one main, a dessert and coffee.

Exceptionally, residents will be able to choose salad, the other starter alternative, a dessert and a coffee.

Starter:

Only one of the two alternatives (salad and another option) can be chosen.

However, residents can have as many seconds of their chosen starter as they wish.

Main dish:

Only one of the three alternatives (one cooked and two grilled) can be chosen. No seconds of this dish will be served.

Garnish with main dish: either a cooked vegetable or an ingredient from the salad bar.

Dessert:

choice of one option from

the dessert selection.

Bread and water:

at will.

Any extras added to the above will be paid for at the till.

All residents are trusted to serve themselves/ask for the amount they will reasonably eat, trying to waste as little as possible.

All food must be eaten in the dining room; it cannot be taken away from the area for reasons of hygiene.

Should a resident require a breakfast and/or lunch and/or dinner picnic, they must deliver a written request to the Hall Residents or Tutorial Office, at least 24 hours before the picnic is required for collection.

12. LOUNGE

Times:

from 7 am to 1 am

13. MOTORCYCLE AND BIKE PARK/SURFBOARD STORAGE

Times:

from 7 am to 00:00

Motorcycles and bikes parked in the basement must display the University Hall of Residence sticker indicating the room number of their owner and their academic year.

To enter the building, the

entrance ramp closest to the Centre access road should be used.

In the indoor car park, bicycles must be placed perfectly tidy on the brackets intended for this purpose. Please do not place the bicycles on the railing separating the area from the bikes and the central passage as it makes it impossible to access the motorbikes and other elements.

The Hall of Residence accepts no responsibility for damage or theft affecting any vehicle, even when correctly parked in the indoor basement.

Surfboards must be stored in the basement structure assigned for this purpose. There are also lockers for leaving a towel and the personal access card to the Centre.

14. PADEL TENNIS

The padel tennis court is reserved for use by the residents and staff of the Olarain University Hall of Residence, and by staff and students of the Ikastola Ekintza.

The padel court is a shared service which requires all of its users to strictly obey these rules.

Access to the court is only

permitted when wearing sports footwear. Entrance wearing flat shoes, and to an even greater extent, with high heels, is expressly forbidden.

When a group of people wishes to use the installation (in free whole-hour slots available during the opening times announced by Olarain through its internal communication channels, and in any event no later than 10 pm) the person responsible for the interested group must reserve the court at reception.

Reservations will be accepted in strict order of request. A maximum of 5 court reservations can be made on different days in any week. This means that the maximum reservation is 5 x 1 hour bookings (each on a different day) for every period of 7 consecutive days.

The price initially established for one hour of court use is €4, no matter how many players there are. However, a maximum of 4 players are allowed at any one time. This fee will be paid when making the reservation.

On the day the court is reserved, the person responsible for the group will collect the user card from Reception; this card is only valid for access to the

court at the time agreed to.

Sports material is also available from reception, prior payment of a €15 deposit. Said deposit can be recovered on returning the padel court access card and the sports material borrowed in perfect condition.

The responsible person:

- a)** Must be one of the installation users during the hour reserved.
- b)** Can neither allow other residents to use the reservation or the court access card in their place.
- c)** Must always insert the court access card into the lock on the padel court door, even if it has been left open.
- d)** On leaving after the reserved hour, they will ensure that the court and its surrounding areas are left in perfect condition, particularly with no discarded food or drink waste, all of which must be placed in the bins provided for this purpose.
- e)** On leaving the court, they will ensure that the doors are closed, even when other players are waiting their turn.
- f)** On entering the building from the Olarain terrace, they will ensure that the door is properly closed, confirming

this with Reception using the entry phone.

g) Return the card to Reception.

The person responsible for the group is liable for any damage caused to the installation for reasons other than normal use.

The installation is fitted with CCTV cameras to ensure the safety of all and sundry in the event of any incident: accidents, injuries, unauthorised entry, incorrect behaviour...

Given that the padel court is located in a teaching centre, smoking is strictly forbidden; this includes the uncovered areas.

15. LOCKER ROOM DURING THE ACADEMIC TERM

There is a storeroom where residents must store all suitcases or other large items that do not fit into their room wardrobe.

Each and every one of the items stored in this common area must be labelled with a name, room number and year, clearly legible and visible.

Tutorship Department is responsible for controlling this service and will establish (in the first 15 days of each term) the times when items can

be left. Residents will be informed of these times.

The same applies to the days and times for collecting items. All items must be collected personally by each resident.

16. RULES FOR CLEANING AND IRONING OF PERSONAL CLOTHES FOR FULL-WEEK STAYS

All clothing, without exception, must have a perfectly sewn (not written with a pen) label indicating the resident's room number.

The maximum number of garments accepted every week per resident for cleaning and ironing is 18 (seven pairs of socks count as one item as do seven sets of underwear). Coats and all other items requiring special treatment due to being delicate or for any other reason are expressly excluded from this service.

The deadline for delivering clothes on the trapdoor next to the ironing room is 10 am on the morning assigned to each resident, although they can also be handed in throughout the previous day.

Olarain will provide two coloured bags for organising personal clothes.

Blue: For coloured clothes.

Ecru: For white clothes.

We cannot guarantee perfect results for delicate garments or for others requiring specific temperature or drying conditions (silk or special fabrics). It is therefore recommended not to include such garments in this service, given that the University Hall of Residence will not accept liability for any damage caused.

Very important!: if you think the dye may run in a personal item of clothing, it should be removed from your laundry. This is very easy to check by hand-washing it beforehand.

For correct control of this service, together with their clothes, each resident must deliver one of the forms provided at the beginning of the year, indicating their room number, list of clothes to be washed and the delivery date.

Each column corresponds to a calendar week and each form is designed for use during four consecutive weeks.

If, on collecting clean personal laundry, any anomaly is observed, the person in charge of the service must be told of the problem as soon as possible to the Tutor or Director of Residents.

Clothes not claimed will be kept for a maximum of one month. After this time, they will be given to the charity decided by the Warden's Office.

In the event of a resident failing to correctly label their clothes, the service will be suspended until the situation is rectified.

The weekly cleaning of their work uniform is included for students of the Basque Culinary Center.

17. LAUNDRY AND ROOM CLEANING DAYS FOR FULL-WEEK STAYS

	First Floor	Second Floor	Third Floor	Fourth Floor
Room cleaning	Monday and Thursday	Tuesday and Friday	Monday and Thursday	Tuesday and Friday
Olarain: clean sheets and towels in the room*	Monday	Tuesday	Thursday	Friday
Students: leave personal clothes in the ironing room	Monday	Tuesday	Thursday	Friday
Olarain: receive clean and ironed clothes in the room	Thursday	Thursday	Tuesday	Tuesday

* The Student must remove the countertop sheet, bottom and pillowcase from the bed and leave the set with the dirty towels in a corner of the room.

Bed linen replacement should be done for each student once a week.

18. SUNDRY

Should an element belonging to the Hall of Residence be missing or damaged due to inappropriate use, payment of the following amounts shall apply:

- Hand towel: €11.00
- Bath towel: €22.25
- Bath mat: €11.00
- Sheet: €11.00
- Pillowcase: €11.00
- Pillow: €20.00
- Duvet cover: €39.00
- Duvet: €55.50
- Mattress cover: €33.50
- Mattress: €115.00
- Chip card: €12.00
- Laundry bags: €15.00

19. HOLIDAYS AND END OF THE ACADEMIC YEAR

First and second term

Fifteen days before the end of the 1st and 2nd terms,

each resident must inform the Warden's Office of the approximate date on which they will leave the Centre for their Christmas and Easter holidays.

Before 12 noon on the date of departure, the resident will leave their room, perfectly clean and tidy, to permit complete and in-depth end-of-term cleaning.

End of the academic year

One month before the end of the academic year, each resident must inform the Warden's Office of their approximate date of departure from the Centre.

Residents failing to provide said information within the given deadline will have no guarantee as to the continuation of their stay at the Hall of Residence after the day following their last exam and, under no circumstances, after May 31st.

20. CHANGES TO THESE RULES & REGULATIONS

Any situations not considered in these Rules & Regulations will require the express authorisation of the Hall of Residence Board of Governors, following a report by the Centre Warden's Office.

The University Hall of

Residence reserves the right to change these Rules & Regulations even after enrollment has ended and/or the schoolyear began, if considered necessary, in order to improve the service it provides to its residents and their families to safeguard their health and well-being of the entire collective.

All changes would be communicated to the interested parties, by the means considered most adequate.

