



Statutes

General  
Rules &  
Regulations

Specific  
Rules &  
Regulations

 OLARAIN

# Index

 OLARAIN

Paseo de Ondarreta, 24  
20018 Donostia · San Sebastián  
Tel.: 943 00 33 00  
Fax: 943 00 33 09  
tutoria@olarain.com  
www.olarain.com

## Statutes

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

## General Rules & Regulations

01. Admission and services .....	<b>09</b>
02. Code of conduct .....	<b>10</b>
03. Functional norms .....	<b>13</b>
04. Data protection law .....	<b>17</b>
05. Economic & administrative rulesk .....	<b>18</b>

## Specific Rules & Regulations

Specific additions to the general rules & regulations .....	<b>23</b>
01. Gym .....	<b>24</b>
02. Sauna .....	<b>24</b>
03. Computer room .....	<b>24</b>
04. "Toti Martínez de Lezea" Library .....	<b>25</b>
05. Study rooms .....	<b>25</b>
06. Music rooms .....	<b>25</b>
07. Technology room .....	<b>26</b>
08. "Txokus" .....	<b>26</b>
09. Photocopier and document shredder .....	<b>27</b>
10. TV rooms .....	<b>27</b>
11. Dining room .....	<b>28</b>
12. Lounge and games area .....	<b>29</b>
13. Motorcycle and bike park/surfboard storage .....	<b>30</b>
14. Padel tennis .....	<b>30</b>
15. Locker room .....	<b>32</b>
16. Laundry and ironing rules .....	<b>32</b>
17. Laundry and room cleaning days .....	<b>34</b>
18. Sundry .....	<b>34</b>
19. Holidays and end of the academic year .....	<b>35</b>
20. Changes in these rules & regulations .....	<b>35</b>

# Statutes

 OLARAIN



## CHAPTER I. STRUCTURE AND PURPOSES

### Article

**01.** The Colegio Mayor Olarain (henceforth Olarain University Hall of Residence) 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 “Aqualdre, 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 adult 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. The Council meets at least twice a year and 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 with assistance 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.** 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.
- 04.** 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.
- 05.** 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 service.

**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, fax, 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, fax, 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.

**06.** 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. 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 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 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 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.

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 completely empty of their personal effects.

Residents who intend to continue their stay at the Hall of Residence during the following academic year may leave some of their belongings (perfectly closed and labelled with their name and room number) in the Centre locker room.

### 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 slotting 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.

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, TV rooms 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.

The lockers operate with a €1 coin.

Olarain accepts no responsibility for objects left outside the lockers.

To prevent locker key loss, it is advisable to leave said key in the Reception pigeonhole.

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.

This option does not include the personal laundry service.

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](mailto:reservas@olarain.com)

## DATA PROTECTION LAW

01. All personal details provided will be added to our data files for the purposes of managing administrative and organisational work at the University Hall of Residence, all aspects arising from the Statutes, the Internal Centre Rules & Regulations and the criteria and times of functioning in existence at all times.
02. Olarain has CCTV cameras inside and outside its buildings. Your image may therefore be added to the "CCTV File" for the purposes of providing appropriate care and security to residents, workers and third parties, and to overseeing the Hall of Residence installations and activities.
03. Olarain has entry control systems operated by means of electronic cards. Use of

your electronic card may therefore be added to the "Access to Premises File", which has the purpose of adequately controlling entry to the University Hall of Residence installations and the management of related incidents.

04. The above will be processed according to the current Data Protection Law.
05. Residents can exercise their right of access, rectification, cancellation and opposition by contacting the Colegio Mayor Olarain, S.L., at Paseo de Ondarreta, 24, 20018 San Sebastián.
- On signing acceptance of the Statutes, General Regulations and Special Regulations, the signatory gives express authorisation for:
- Their personal details to be added to the data files held by Olarain for the purposes indicated above.
- Olarain to process details of the resident's health when informed of such a situation by the resident themselves or by their legal representative.
- Olarain to inform the resident's parents or legal representatives, or the company or institution responsible for their stay at the University Hall of Residence of all details

(including image and audio) related to their behaviour, incidents, sanctions, comings and goings, participation in activities and all other aspects required for appropriate fulfilment of the purposes stipulated in the Statutes, Internal Centre Rules & Regulations and of the criteria and hours of operation to which the resident is bound. Also, expressly, details related to the state of the resident's room, access control and the CCTV cameras.

Olarain to give their details to the Basque Government Department of Education, the Basque Health Service (Osakidetza), the University of the Basque Country, the Provincial Council of Gipuzkoa, Sporting Federations, the Centre insurance company, and all other cases envisaged and authorised by the law.

On signing acceptance of the Statutes, General Regulations and Specific Rules & Regulations, the signatory gives their express consent and authorise Olarain to:

**a)** Communicate to all other residents, users, visitors and staff at the centre, each year, by both computer means and on paper, and by means of their public posting on the

Centre notice boards: their name and surname, personal image, room no., postal and email address, telephone number, place of origin, activity or studies carried out, functions at the Centre and the activities in which they participate.

**b)** Use in publications issued by Olarain: their name and surname, personal image, postal and email address, telephone number, activity or studies carried out, functions at the Centre and the activities in which they participate.

**c)** Include in the Olarain website, blogs, social media channels and intranet details related to their name and surname, personal image, postal and email address, activity or studies carried out, their functions at the Centre and the activities in which they participate.

## 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.

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.

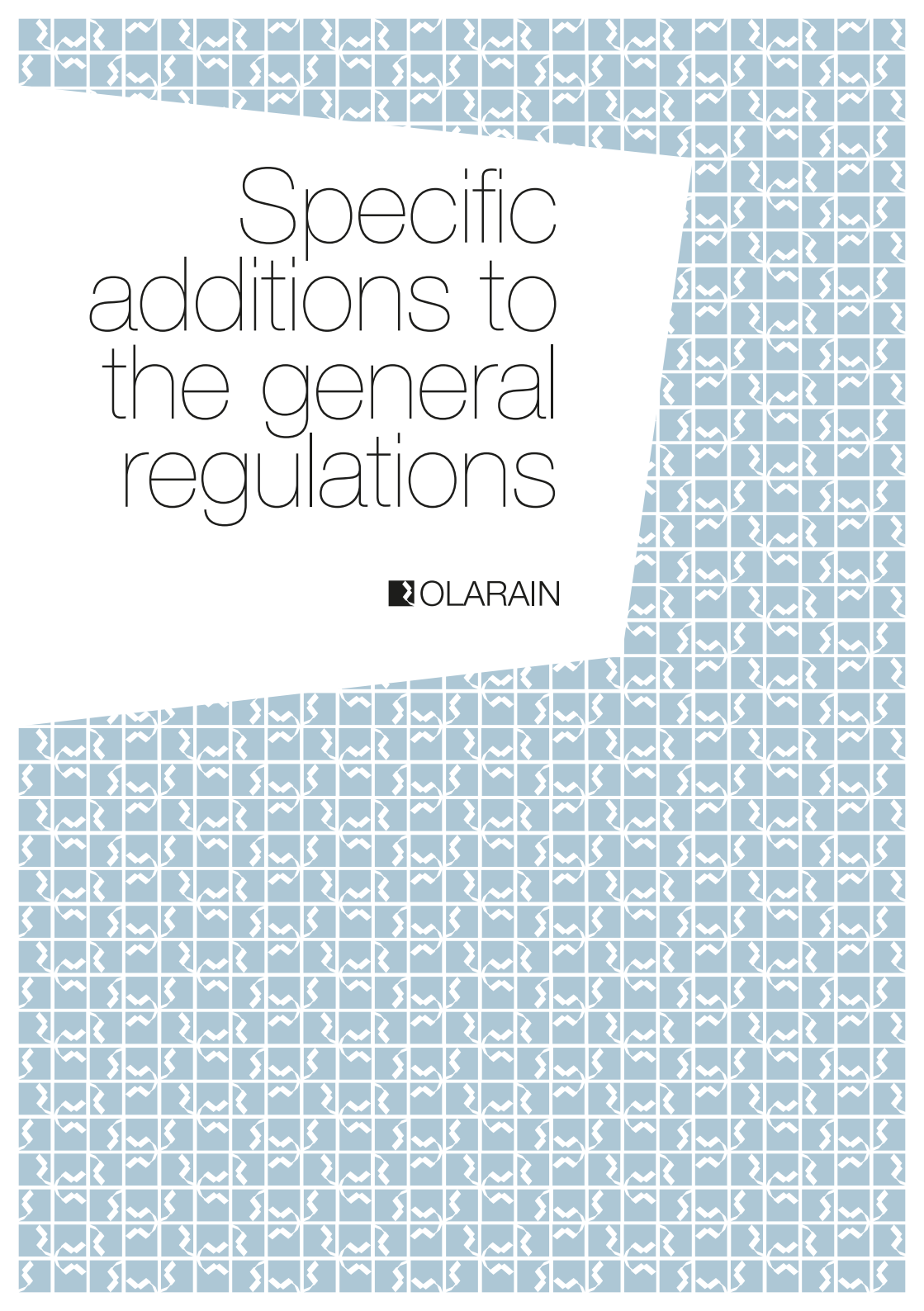
Delays in monthly payments will imply expulsion of the resident from the University Hall of Residence.

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 corridors leading to them.

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.

For the safety of Reception staff, no object or package addressed to a resident will be accepted if not previously advised of its arrival.

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

The basement will close at 11 pm and will open again at 7 am the following morning. No entry to or staying in the area is permitted between these hours.

For safety reasons, only the upper central terrace can be accessed; 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.

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. INFORMATIKA GELA

### Times:

**From 8 am to 1 am.**

The computer room 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.

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 midnight**

"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 four 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.

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.

## **09. PHOTOCOPIER AND DOCUMENT SHREDDER**

The photocopier/printer is a very sensitive high-tech apparatus for use by all residents; it must therefore be treated with special care.

The card required to take photocopies or print documents is available from

the Reception.

Its instructions of use are located on the wall, above the machine.

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. TV ROOMS**

The two TV rooms are places of shared leisure and entertainment for the Hall residents.

For reasons of mutual respect, it is forbidden to:

- Eat or drink.
- Talk in a loud voice.
- Put feet on the chair in front.
- Play with the remote control.
- Go out onto the outdoor terraces.

It is strictly forbidden to use these rooms for computer games, video game consoles, etc. A specific area is set aside for this purpose in the Hall of Residence games area.

It is open at the following times:

**Mon, Tues, Wed, Thurs**

1.30 pm - 5 pm / 7 pm - midnight

**Fridays**

1.30 pm - 5 pm / 7 pm - 1 pm

**Saturdays**

10 am - 1 am

**Sundays**

10 am - midnight

**11. DINING ROOM**

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

	<b>Normal week days</b>	<b>Saturdays and public holidays</b>
<b>Breakfast</b>	07:30 09:30	08:00 11:00
<b>Lunch</b>	13:30 15:30	13:30 14:30
<b>Dinner</b>	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, Milk, Cacao, Infusion, Yoghurt.
- Bread, Cereals, Muesli, Cookies, 2 pastries, Toasts.
- Honey, Butter, Marmalade, Cacao, Bread with Tomato.
- Cold meat portion.
- Croissant, Chocolate, One portion of savoury food.

In addition to above, We serve chocolate with churros once every 15 days.

**Lunches and dinners**

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

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

**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.

are places to chat in and to play the board games available from Reception for use by all residents.

The good behaviour and standards of education expected in a place of collective use must be respected throughout the area, and very particularly in the lounge.

This means that residents shall refrain from putting their feet on the tables and the sofas, and that they shall not lie on the sofas.

In the event of moving armchairs, chairs or tables, they must all be returned to their original place on leaving.

Newspapers must be returned to their hooks on the “stone pillars” provided for this purpose.

No wrappers, glasses or other waste must be left on the café tables or games area; these must be placed in the wastepaper baskets provided for this purpose.

The games area on the mezzanine floor has a space equipped with a television for exclusive use with video game consoles (PlayStation, Xbox, Wii, etc.).

## **12. LOUNGE AND GAMES AREA**

**Times:**  
**from 7 am to 1 am**

The lounge and games area

### **13. MOTORCYCLE AND BIKE PARK/SURFBOARD STORAGE**

**Times:**  
**from 7 am to 11 pm**

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, bikes must be tidily arranged, using the hooks and apparatus intended for this purpose; outdoors, they should be chained up in the assigned area.

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**

There is a storeroom in the basement 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.

The Maintenance 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. LAUNDRY AND IRONING RULES FOR FULL-WEEK STAYS**

### **16.1. Stays with personal clothes laundering option**

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 to the basement locker room is 10 am on the morning assigned to each resident, although they can also be handed in throughout the previous day.

Clothes not handed in before said deadline and sheets and towels not delivered to the locker room inside the red bag will not be cleaned that week.

Olarain will provide four coloured bags for organising personal clothes, sheets and towels.

**Blue:** For coloured clothes.

**Ecru:** For white clothes.

**Red:** For sheets and towels, dirty and clean.

**Yellow:** For keeping dirty clothes in the bedroom.

The red bag containing dirty sheets and towels should be taken to the laundry on same day as personal clothes (in the blue and ecru bags).

Clean sheets and towels will be available in the locker room; residents must take a set to their rooms for making their beds on the same day.

Bedclothes must be changed by residents once a week.

Each resident must collect their laundry from their locker and take it to their room.

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; this person can be found during working hours in the ironing room, next to

the lockers.

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.

## **16.2. Stays without personal clothes laundering option**

The deadline for delivering sheets and towels to the basement locker 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:

**Red:** For sheets and towels, dirty and clean.

**Yellow:** For placing dirty clothes in the bedroom.

Sheets and towels must be placed in the locker room, in the red bag.

Clean sheets and towels will be available in the locker room; residents must take a set to their rooms for making their beds on the

same day.

Bedclothes must be changed by residents once a week.

Each resident must collect their laundry from their lockers and take it to their room.

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

### 1ST FLOOR

#### Room cleaning:

Monday and Thursday

#### Leave: personal clothing, sheets and towels

Monday

#### Collect: personal clothing

Thursday

### 2ND FLOOR

#### Room cleaning:

Tuesday and Friday

#### Leave: personal clothing, sheets and towels

Tuesday

#### Collect: personal clothing

Thursday

### 3RD FLOOR

#### Room cleaning:

Monday and Thursday

#### Leave: personal clothing, sheets and towels

Thursday

#### Collect: personal clothing

Tuesday

### 4TH FLOOR

#### Room cleaning:

Tuesday and Friday

#### Leave: personal clothing, sheets and towels

Friday

#### Collect: personal clothing

Tuesday

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

## 18. SUNDRY

Phone calls to places outside the Hall of Residence cannot be made between 12 midnight and 7 am.

The amount to be paid in the event of loss or failure to return the following is:

\* for the chip card: €12.00

\* for any key: €7.00

\* for the keyring: €7.00

\* for the laundry bags: €15.00

The charge for repairing any

damage caused by incorrect use to any element at the Centre will be established according to the cost of its repair.

## **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, if considered necessary, in order to improve the service it provides to its residents, their families and society in general.

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