



HOUSE RULES for guests of the University and Polytechnic of Rijeka

Dear guests, we kindly ask you to respect the following house rules:

- ! The accommodation facilities of Student Centre Rijeka are: Student dormitory Ivan Goran Kovačić and Student dormitory Trsat.
- ! Each guest **is obliged** to check in at the reception of the accommodation facility by showing a valid form of identification which will be returned to the guest after entry in the guestbook.
- ! The reception of Student dormitory Ivan Goran Kovačić is open **every day 24 hours a day**: from 07:00 AM to 10:00 PM a receptionist is at your disposal, and from 10:00 PM to 07:00 AM there is a night guard. Their phone numbers in Student dormitory Ivan Goran Kovačić are: **+385 (0)51 672 422** and **+385 (0)99 265 3894**.
- ! The reception of Student dormitory Trsat is open **every day 24 hours a day**: from 06:00 AM to 10:00 PM a receptionist is at your disposal, and from 10:00 PM to 06:00 AM there is a night guard. Reception's phone numbers in Student dormitory Trsat are: **+385 (0)51 584 544** and **+385 (0)99 469 6296**. The night guard's phone number in Student dormitory Trsat is: **+385 (0)99 469 6296**.
- ! During the reception's work hours, guests can take the accommodation unit keys and use other services provided by the reception..
- ! Electricity voltage in accommodation facilities is **220 V**.
- ! In case of fire, please consult the **evacuation plan**. In case of danger, guests are obligated to help with saving lives of other accommodation users, as well as facility property, but not endangering their own life while doing so. When there is an immediate danger to health and safety of people and property in the accommodation facilities, guests are obliged to notify the reception, and based the nature of the danger to call the appropriate authorities via the number **112**.
- ! **Water** is one of the most precious resources, so we kindly ask you to be careful and close taps properly.
- ! Guests **are obliged** to be careful and use the property of the accommodation facility properly and for the intended purpose. We kindly ask that you report any possible malfunctions, damage or defects to the reception. The room inventory and equipment are intended for your usage during your stay and it is not allowed to carry it outside the accommodation facility. **Please note that you are responsible for damages that occur by your fault meaning you are obliged to pay for it according to the price list located at the reception.**
- ! In order to protect the property of the accommodation facilities, it is **not allowed to**: glue/stick posters, pictures, calendars, papers on the walls, doors, furniture and windows; hammer nails/screws on the walls, doors, furniture and windows; remove or relocate room inventory; bring or use electrical appliances that are not property of the accommodation facilities (except hairdryer and shaver); do anything else that would cause material damage in the accommodation facilities.
- ! Inside the accommodation facilities, it is **strictly forbidden to**: carry weapons of any sort; bring in and keep flammable and explosive materials, strong and unpleasant smelling substances, pressurized sprays and chemicals; bring in easily spoilable food; bring in large amounts of food; bring in items not intended for personal use as well as materials of propaganda; cause fights, riots and provocations; bring, sell or consume narcotics; bring in and keep alcohol, smoke in any accommodation facility; appropriate other person's property; encourage hatred on a national basis by words or actions; forge forms of identification or give incorrect information; bring in and keep pets; destroy or damage property of the accommodation facility; not report damage or malfunction on facility property and not take actions to prevent damage or danger; not report sickness or contagion; have visitors out of the allowed time frame; enable entry to persons who are not guests in the accommodation facility; behave inappropriately or do anything to disturb the peace in and around the accommodation facility; gamble; throw food waste and other items outside the intended areas; throw items and spill liquids out the window; take out or relocate room and other inventory as well as do anything else to cause material damage to the accommodation facility and other guests; hang laundry and other items in the hallways, windows and façade of the accommodation facility; take out any inventory from the Student Centre Rijeka catering facilities; abuse the fire system; leave dangerous and harmful packages and items at the reception; do anything else that causes mess and filth both outside and in the accommodation facilities; do anything that goes against the provisions of the House rules and legal regulations of the Republic of Croatia.
- ! Visitors can enter the accommodation facilities only with the permission of the receptionist. The guest receiving the visit is responsible for any disturbance of order and peace and damage done by their visitor.
- ! **The Student Centre Rijeka has a right to refuse to provide accommodation services to anyone who roughly violates the provisions of the House rules, does any damage or disturbs other guests in the accommodation facilities.**
- ! **The manager of the student dormitory, the accommodation manager or the director of the Student Centre Rijeka can, without explanation, move a guest out if they consider that the behavior and stay of said guest is connected to the occurrence of harmful events or a risk of a harmful event.**
- ! Please make sure you lock the room door when leaving your room. You are not required to leave the door key and/or card at the reception every time you leave the accommodation facility; that is required only **upon your departure**.
- ! Guests are **strongly advised** to take care of their personal belongings and valuable items during their stay. Student Centre Rijeka does not assume any responsibility for possible disappearance of money or other valuable items left in the room. We kindly ask that you report finding or losing any item to the reception.
- ! Please be mindful of other guests who want their peace; avoid making noise in the room and hallways especially **from 10:00 PM to 07:00 AM**.
- ! Check-In is available **from 01:00 PM**. You are required to leave the room **by 10:00 AM**. If you stay in the room after 10:00 AM you will have to pay the accommodation fee an additional day. **On the day of your departure, you are obliged to let the accommodation facility employee(s) to check the state of the accommodation unit, inventory and equipment in your presence.**
- ! The reception is available for any information and help you might need during your stay.

Dear guests, we wish you a pleasant stay in the accommodation facilities of the Student Centre Rijeka!



Useful information for guests

The accommodation facilities of Student Centre Rijeka are Student dormitory Ivan Goran Kovačić and Student dormitory Trsat:

1. Student dormitory Ivan Goran Kovačić

Address:	Franje Čandeka 4, 51000 Rijeka
E-mail address:	drazen.vukelic@scri.uniri.hr
Reception located on:	Ground floor of pavilion 1
Reception working hours:	Every day from 7 AM to 10 PM
Reception telephone numbers:	+385 (0)51 672 422 and +385 (0)99 265 3894
Night guard located on:	Ground floor of pavilion 1
Night guard working hours:	Every day from 10 PM to 7 AM
Night guard telephone numbers:	+385 (0)51 672 422 i +385 (0)99 265 3894

2. Student dormitory Trsat

Address:	Radmile Matejčić 5, 51000 Rijeka
E-mail address:	dom@scri.hr
Reception located on:	Ground floor of building of restaurant Kampus
Reception working hours:	Every day from 6 AM to 10 PM
Reception telephone numbers:	+385 (0)51 584 544 and +385 (0)99 469 6296
Night guard located on:	Ground floor of building of restaurant Kampus
Night guard working hours:	Every day from 10 PM to 6 AM
Night guard telephone number:	+385 (0)99 469 6296

Kampus car patrol (working hours: Monday-Friday from 7 PM to 7 AM; Saturdays from 3 PM to Mondays on 7 AM (nonstop); Sundays and holidays from 12 AM to 12AM). Contact: +385 (0)91 198 5153

Emergency services telephone numbers*

Police	192
Fire department	193
Ambulance	194
NATIONAL PROTECTION AND RESCUE DIRECTORATE	112

* You should call 112 if you are in immediate need of: emergency medical assistance, fire department assistance, police assistance, mountain rescue service assistance or assistance of any other emergency services and operational forces of protection and rescue system.

*When calling 112, be sure to state: what happened, where it happened, how many people have been afflicted, what kind of assistance you need and who is calling.



GENERAL CONDITIONS OF RESERVATIONS AND DAMAGE COMPENSATION for the guests of the University and Polytechnic of Rijeka

- ! Student Centre Rijeka (hereinafter: Service Provider) offers accommodation service to guests whose arrival is organized by the University of Rijeka, Polytechnic of Rijeka or the University of Rijeka constituents (hereinafter: Contracting Authority). In order for guests to use accommodation services, the Contracting Authority must deliver to the Service Provider a valid order form which must be filled out, signed and certified by the Contracting Authority's responsible person. To that effect, two kinds of order forms are used: the Order form for accommodating guest professors, scientists, other teaching and non-teaching staff and other guests of the University of Rijeka and the Order form for accommodating students.
- ! A valid order form contains clear, complete and true information and is signed and certified by the Contracting Authority's responsible person.
- ! Along with guests of the University of Rijeka, Polytechnic of Rijeka or the University of Rijeka constituents, accommodation is offered to visitors of the accommodation users. To ensure the accommodation user's visitor can use accommodation services, the accommodation user must deliver the order form filled out and signed by said user to the Student Centre Rijeka. To that effect, the Order form for accommodating visitors of the accommodation user is used, with the accommodation user being the Contracting Authority.
- ! The accommodation units of Student dormitory Trsat are used in accordance with the conditions of the project "Student accommodation on the campus of the University of Rijeka, phase 1 (TRIS)". Accommodation in Student dormitory Trsat is offered to guests of the Contracting Authority, and whose stay does not represent economic activity (commercialization) but is connected to the Contracting Authority's activity.
- ! If the Contracting Authority does not deliver a valid order form before the guest's arrival to the facility, the Service Provider is not obliged to accommodate the guest.
- ! The Contracting Authority is obliged to notify the legal or natural person listed as the payer of reserving the accommodation services.
- ! The Service Provider will check the availability of the accommodation capacities upon receiving the Order form and will either decline or confirm the service reservation in the guest's name.
- ! The Service Provider can request payment for the accommodation service in advance (advance payment) in full or partially, especially if the Contracting Authority wants to reserve a larger number of accommodation units (beds) or if the payer is a foreign legal or natural person.
- ! The Service Provider retains the right to change the reservation or the manner in which the service is provided in case of unforeseen circumstances out of the Service Provider's control.
- ! If the guest themselves, or the Contracting Authority for them, does not cancel the reservation in due time, that is 48 hours before their planned arrival (before 1 PM two days before the guest's planned arrival), the Service Provider will present the guest/Contracting Authority with the bill for damage compensation equal to the price of accommodation for one night. The legal or natural person listed in the Order form as the payer is responsible for the compensation. This does not apply in case the Contracting Authority or Service Provider find another guest or in case of unforeseen circumstances upon which the Contracting Authority will present the Service provider with relevant evidence.
- ! In case the guest does not arrive and did not cancel their reservation in due time, the Service Provider will cancel the accommodation for the remainder of their reserved stay (if the accommodation unit is reserved for over one night) and will present with the bill for damage compensation equal to the price of accommodation for one night. The legal or natural person listed in the Order form as the payer is responsible for the compensation. This does not apply in case the Contracting Authority or Service Provider find another guest or in case of unforeseen circumstances upon which the Contracting Authority will present the Service provider with relevant evidence.
- ! In case the guest departs from the facility earlier than expected/listed on the Order form and if the guest/Contracting Authority does not notify the Service Provider of their departure at least 24 hours prior to their departure (before 10 AM two days before the guest's planned departure), the Service Provider will present them with a bill for damage compensation equal to the price of accommodation for one additional night. The legal or natural person listed in the Order form as the payer is responsible for the compensation. This does not apply in case the Contracting Authority or Service Provider find another guest or in case of unforeseen circumstances upon which the Contracting Authority will present the Service provider with relevant evidence.
- ! In case the guest/Contracting Authority makes an advance payment and then does not cancel their reservation in due time, the Service Provider will keep the reservation for as many days as payed for with the advance payment and will not refund the paid amount. This does not apply in case the Service Provider finds another guest or in case of unforeseen circumstances upon which the Contracting Authority will present the Service provider with relevant evidence.
- ! In case the guest/Contracting Authority makes an advance payment and then cancels their reservation in due time, the Service Provider will refund the amount in full.
- ! In case the guest/Contracting Authority does not settle their bill for the provided accommodation service, the Service Provider will order enforcement notifying the police and other competent legal entities of their actions.
- ! In case the guest resides in the facility for a longer period of time (over 30 days), the legal or natural person listed in the Order form as the payer is obliged to pay for the accommodation every 15 days.
- ! Accommodation services are charged in accordance with the price list located on the facility's respective receptions.
- ! A guest who causes damage to the property of the Student Centre Rijeka will be obliged to make restitution for the full amount of damage in accordance with the price list located on the facility's respective receptions.
- ! Tourist tax will be charged in accordance with the Tourist Tax Law.
- ! You can contact us with your compliments, comments and complaints via the e-mail address: scri.uniri@scri.hr