

Syracuse University

Madrid

RESIDENCE HALLS



**These Guidelines are subject to modification in accordance with local public safety guidelines.
** Students will also abide by the information they receive during the Digital orientation prior to their arrival.



OBJECTIVE OF SYRACUSE UNIVERSITY:

A primary objective of the Syracuse Madrid dormitory program is to integrate students into Spanish society. Through this experience, students will have the opportunity to engage with Spanish students and improve their Spanish language skills while learning about Spain and experiencing Spanish culture.

The residence hall, Residencia Universitaria El Faro, inaugurated in September 2016 is a luxury student housing facility in the heart of Madrid, situated in the Moncloa neighborhood of downtown Madrid and is a 25-minute walk or a quick commute to the Syracuse Madrid Center. The rooms are furnished, including a small kitchenette with a sink, mini-fridge, and microwave. Bed linens and bath towels are provided and laundered weekly by the cleaning staff. Three daily meals in the El Faro cafeteria are included in this option from Sunday dinner to Friday lunch.

The residence hall, Xior Madrid Retiro, inaugurated in September 2018 is a luxury student housing facility in the heart of Madrid, situated in the Salamanca neighborhood of Madrid and is a 15-minute walk or a quick commute to the Syracuse Madrid Center. The rooms are furnished. Each floor has a small kitchenette with a sink, refrigerator, and microwave. Bed linens and bath towels are provided and laundered weekly by the cleaning staff. Xior Madrid Retiro offers a half board option which includes 20 breakfasts and 20 additional meals to choose from either lunch or dinner.

The Residencia Universitaria Galdós (2008, renovated in 2019), is at the heart of the University City of Madrid, a connection point between national and international students, universities and schools, surrounded by green areas, bars and cafeterias. All rooms are spacious, exterior facing, totally furnished and have a kitchenette and a private bathroom en suite. The cleaning service is included, as well as fresh sheets and towels every week. Furthermore, there is high speed wifi all over the building. Three daily meals in the Galdós cafeteria are included in this option from Sunday dinner to Friday lunch.

Opting out of a meal plan is not an option in the Residence halls.



1. INTRODUCTION

- Syracuse Madrid students make up a small portion of those who live in the building. Other residents include Spanish and international students enrolled at local universities or in other study abroad programs.
- Prior to arrival, students will have the opportunity to state their housing preferences and/or special needs. At this time, a specific roommate or random roommate may also be requested.
- Syracuse Madrid prohibits discrimination based on gender, race, sexual orientation, gender identity and expression, politics and/or religion.
- Students will be provided with breakfast and 20 tickets for lunch or dinner during established and published times in Xior Madrid Retiro, three meals a day from Sunday dinner to Friday lunch in El Faro. Meals are subject to residence rules and are NOT all-you-can-eat buffets.
- No changes will be made regarding roommates, rooms, or other housing options. Only circumstances that Student Life determines may have a negative impact on the student's health or safety will be considered.
 - If for any reason a student does not use the spot assigned to them and another student on the Syracuse Madrid program is not found to take their place, the housing fee and supplement will not be refunded.

2. INSPECTIONS

- Upon arrival at the residence hall, students will be informed of the number of the assigned accommodation and will be given a room inventory form. This inventory form must be returned and signed within two days, once the student has completed the inspection, jotting down comments the student believes appropriate and providing



photographs if necessary. If after this deadline, the student has not returned the signed form, it is assumed that the furnishings and the room were in perfect condition.

- Students will need to abide by the Residence Halls rules too.
- Prior to move-in, the residence hall management will ensure that the residence hall is free of pests, including bed bugs. Any damage to the residence hall property must be paid for by the student before the end of the period of study in Madrid. This includes fumigation costs associated with bed bugs, fleas, etc., the student brought into the residence hall.
- There will be quarterly inspections to check the state of the accommodation, and the furniture found in each.
- In the final seven calendar days of the contract period, there will be a joint visit of the accommodation to re-evaluate the room inventory signed on the date of arrival at the residence.
- Any damage to facilities or furniture, both inside and outside the rooms, must be communicated in writing to the staff of the residence. Students are responsible for the cost of damages. This includes fumigation costs associated with bed bugs, fleas, etc., the student brought into the residence hall.

3. STUDENT ROOM

- Students will be in a double room with twin beds, which will be occupied by two members of the Syracuse Madrid program (same gender). Cleaning staff will clean the room one morning a week and change bath towels and bed linens. Students are asked to keep it as well organized as possible so it can be cleaned without moving belongings around.
- Students are responsible for the condition of the room and should make every effort to leave the room in the same condition in which it was found, completely empty and clean.
- The Management reserves the right to inspect a student's room if doubts exist as to its condition.
- Students may not enter another resident's room without that resident's authorization.
- It is prohibited to possess and/or use of objects or devices that can disturb or potentially disturb neighboring residents. **Animals are not allowed in the building.**
- Students may not alter the furniture in the rooms or put-up posters, pictures on the wall without direct, written consent from the residence hall Management. Prohibited items will be removed from the room.



- Candles or similar flame or smoke-producing articles are not allowed. Elements that can damage the building property are also prohibited.
- Changes in roommates' assignment will only be considered in very exceptional circumstances and must be approved by all students implied, by the residence hall Management and by Syracuse Madrid's housing coordinator and director of Program/Student Life and always after a two-week trial period.
- Rooms have central air and heat that is regulated by the building Management permitting slight personalized adjustments in the rooms. Air conditioning will work only during summer months.
- Students may store and heat up food they have purchased, in their bedroom. Toasters are prohibited in the rooms.
- Students should not place a hot pan on a kitchen work surface, carpet, table, or other surface that can burn.
- Students should use the ironing boards in the laundry room to iron clothes. Clothes should not be ironed in the rooms unless the student has an ironing board.
- Students should not hang clothes around windows or light fixtures.
- Students should ensure that lights, water, and electrical appliances are properly turned off when they are not in use.
- Students should store their valuables securely and ensure that their door is appropriately closed.

4. MEALS IN THE RESIDENCE HALL

- Xior Madrid Retiro students will have 20 tickets for breakfast and 20 tickets for lunch or dinner per month. Meal times are posted in the entrance to residence hall dining room. Meals are subject to residence rules and are NOT all-you-can-eat buffets.
- El Faro students will be provided with three meals a day from Sunday dinner to Friday lunch during all stay. Meal times are posted in the entrance to residence hall dining room. Meals are subject to residence rules and are NOT all-you-can-eat buffets.
- **Students will not be reimbursed for Residence Hall meals not enjoyed.**
- Meals may be held for the student to reheat in the microwave if the staff is notified 24 hours in advance. In El Faro students can ask for a picnic lunch bag 24 hours in advance.
- Allergens are generally posted by each dish, but students with dietary restrictions are encouraged to communicate these to the kitchen staff.
- Students need to adapt to Spanish food as part of the cultural experience. The student must not expect the food to be cooked or taste like the food at their home.



- Spaniards also love to talk during and after meals, particularly during the weekends. Students are encouraged to participate in *la sobremesa*, or conversation around the table, with local students.

5. COMMON AREAS

- The common areas include game room, entrance lobby, study rooms, exercise room, laundry room and dining room. ***The meeting room (Sala de Juntas), office spaces, parking garage, rooms and hallways are not common areas.***
- Students must respect the common areas as well as the furniture and other items that pertain to said areas. These areas should be used only for the purposes for which they were intended. The deliberate deterioration of the facilities is considered a serious offense, and the student will be responsible for the cost of repairs and/or replacements.
- Students should be appropriately dressed in common areas.
- Students are responsible for maintaining good behaviour in the common areas.
- Trash must be left in appropriate receptacles and not in the hallways or common areas.
- To reserve study rooms, students will need prior authorization from the Management.

6. SLEEPING AWAY FROM THE RESIDENCE

- For security purposes, ***the front desk must be informed in advance if a student will not be spending the night in their room.***
- Students ***shall not spend more than four consecutive nights*** away from the residence. In every case, the front desk and the program should always be informed in advance of the student's whereabouts.
- The Management is not responsible for student activities that take place outside the premises without prejudice to any liability arising, in which case the applicable law will also be applied.

7. KEYS

- Students have the right to one key exclusively for personal use and under the student's sole responsibility.
- There is a 20€ key replacement fee. This fee must be paid in cash.
- The key is needed for access to common areas, dining area and *the residence hall* loan services.



- Students must present their key when requested by *the residence hall* staff or anyone authorized by Management for this purpose including, but not limited to, security personnel and kitchen staff.

8. LOST AND/OR STOLEN ITEMS

- Personal valuables are always the student's responsibility. The Management is not responsible for the theft of items, money, etc., which may occur within the rooms or in any other common area of the residence. It is recommended that students not leave personal belongings in common areas.

9. BEHAVIOR

- **Novatadas, or orientation pranks/hazing, are strictly prohibited**, as are individual or group acts that can infringe upon another's dignity and fundamental rights, without prejudice to any liability arising, in which case the applicable law will also be applied.
- An infraction of the above will be considered a serious offense and will be sanctioned with immediate expulsion of *the residence hall* without the right to a refund of deposit or payment. Furthermore, Syracuse University will be notified.
- Uncivil behaviour towards another resident or staff member is also prohibited, be it written or otherwise.
- Firearms, other classes of weapons, explosive or flammable substances are forbidden, as is any item that may cause physical or mental harm.
- **Smoking is prohibited** throughout the building.
- The possession, consumption, or distribution of any class of drugs, narcotics or psychotropic substances is strictly prohibited, as is *inciting* or inducing *others* to illicitly *use drugs*.
- The possession or consumption of alcohol is strictly prohibited on the premises. **Drinking and/or storing alcoholic beverages in the residence hall rooms or common areas is forbidden. Violations will result in expulsion from the residence hall at the students' expense.**
- **Quiet hours are from 11:00pm to 8:00am.** Noise from conversations, electronic devices, etc., must be kept at a minimum to respect residents' rest.
- Parties are not allowed in the rooms. Authorization must be requested at the front desk in order to throw parties in common areas or building terraces/patios.



- Guest visitors hours are 10:00 am to 11:00 pm. No overnight guests are allowed.
- During office hours, residents should contact front-desk staff for questions or concerns. In the event of an emergency, students should call the published emergency numbers:

▪ Life-threatening emergencies:	112
▪ Syracuse Madrid Student Emergency line:	696 413 977
▪ 24-hour mental health crisis line:	619 270 148

10. GENERAL RESIDENT HALL WELL-BEING

- “I understand that I must inform the Wellness and/or Housing coordinator immediately if I suspect I may have”:
 - **Brought pests into the residence hall/room, or**
 - **I may have a communicable illness.**
- “In the event Syracuse Madrid determines that I need to vacate my room for causes of **force majeure**, I understand that until the housing coordinator and the residence hall have determined that I may return to my room in the residence hall, I may be placed in Syracuse Madrid-approved accommodations”.

11. DATES AND THE RESIDENCE

- The participating student is required to arrange for his own or her own accommodations after the Official Program Ending Date.
- The Residence is not owned or managed by Syracuse University. In the event of a problem with the room, the student is expected to notify Landlord who is the entity charged with resolving the problem. Landlord will keep the University apprised of ongoing problems and students may approach the University’s Housing coordinator to express concerns or to ask for clarification of their housing situation.

RESIDENCIAS UNIVERSITARIAS DISCIPLINARY NORMS

Minor offenses include:

- Keeping items for shared resident use in a room.
- Misuse of common areas and services or outside of established hours.
- Violation of norms regarding the use and hygiene of common areas and rooms.
- Keeping animals on the premises.



- Three consecutive cleaning days without cleaning the room.
- Switching out furniture between rooms or misuse of furniture.
- Repeatedly entering the building under the influence of alcohol.

Serious offenses include:

- Organizing or participating in any activity that disturbs the peace within the building.
- Disturbing the peace during nighttime hours within or outside of the building, alongside other residents or with residents of other facilities.
- Not following the instructions and directives of the Management.
- Allowing parties who are not affiliated with *the residence hall* partial or total use of the rooms.
- Entering another resident's room without permission.
- Remaining in common areas with people not affiliated with *the residence hall* outside of the established hours.
- Intentionally destroying or damaging building property.
- Seriously impacting residents' ability to rest or study.
- Accumulating three minor offenses.

Very serious offenses include:

- Disrespecting or physically or verbally attacking another resident, staff member, or anyone on the premises.
- The possession or consumption of alcohol or any type of drug or narcotic, and the possession of weapons in any area of *the residence hall*.
- Carrying out any activity related to *novatadas*, or orientation pranks/hazing, or any individual or group act that can infringe upon the dignity of another resident, staff member or person unrelated to *the residence hall*.
- The commission of a crime as defined by local law.
- Accumulating three serious offenses.
- Smoking outside of the designated areas.

SANCTIONS

- The Management will communicate all infractions to Syracuse Madrid for the appropriate sanction.
- If a law has been broken, the Management will also contact the local authorities.
- In any event, students are responsible for covering any damages caused by misuse or abuse.



SYRACUSE MADRID STANDARDS OF BEHAVIOR

- Syracuse Madrid reserves the right to remove a student from housing for violating Syracuse Madrid and/or Syracuse Abroad Dormitory Norms.
- **Multiple violations of Residential Probation may result in** [1] the immediate removal of the student from Syracuse Abroad sponsored housing and [2] or possible immediate expulsion from the program. In the case of immediate removal, the student will be required to find and pay for their own housing for the duration of the program and to sign a Notice Regarding Independent Housing Arrangements. There will be no refund of the housing fee in the case of removal or expulsion.
- **Examples of violations include but are not limited to** 1) Students who do not respect the dormitory rules and regulations, 2) Students who damage any property at the residence. Any damage must be paid for by the student, 3) Disorderly conduct, public intoxication, and/or excessive use of alcohol. Possession, use or distribution of illegal drugs in the dormitory, 4) Students who don't respect the established quiet hours, 5) Students who sneak others into their room after visiting hours have ended.

GENERAL SYRACUSE ABROAD STANDARDS OF BEHAVIOUR

All Syracuse Madrid participants are held accountable to the Syracuse University Statement of Student Rights and Responsibilities (<https://policies.syr.edu/policies/academic-rules-student-responsibilities-and-services/>), and Code of Student Conduct (<https://policies.syr.edu/policies/academic-rules-student-responsibilities-and-services/code-of-student-conduct/>)

Syracuse Abroad seeks to provide students with international education opportunities, which allow them to learn in a respectful and safe environment. Behaviour, which violates local laws or disrespects the program, host country, or homestay rules will be considered in violation of the Syracuse Abroad Standards of Behaviour. More information can be found here: <http://suabroad.syr.edu/who-are-you/accepted-students/su-abroad-policies/behavioral-standards/>

Examples of violations of the Syracuse Abroad Standards of Behaviour include but are not limited to:

- Actions that are considered abusive, harassing, or actions that physically harm or threaten physical harm to any persons (including oneself).
- Damage to property.



- Violation of housing rules with host families, apartments, or other housing arranged by Syracuse Abroad and/or conduct that jeopardizes the relationship between a Syracuse Abroad program and its established housing providers.
- Violation of hotel rules during orientation, field study seminars or course related field trips.
- Disorderly conduct, public intoxication, and/or excessive use of alcohol.
- Use or distribution of illegal drugs.

SANCTIONS

Students who violate Syracuse Abroad Standards of Behavior will be subject to different sanction levels in accordance with the seriousness of the violation. The levels are:

1. Warning

In instances of less serious deviation from the Syracuse Abroad Standards of Behavior, the student will be formally warned in a letter from the onsite program director or his/her designee which details the possible consequences of continuing such behavior.

2. Disciplinary Warning

This status indicates that the student has made a serious violation of the Standards of Behavior and/or has already received a warning for prior behavior. Continued poor behavior could lead to disciplinary probation, expulsion from housing, or expulsion from the program. The onsite program director will formally document that the student's behavior has been deemed unacceptable. A copy of the documentation will be sent to the Syracuse Abroad Associate Provost, International Education and Engagement and the Syracuse University Office of Student Rights and Responsibilities (SU students) or the student's home institution study abroad office (visiting students). **Sanctions for a disciplinary warning may include meeting with a staff member for counseling, completing community service (restorative punishment), and/or writing a research paper.**

3. Disciplinary Probation

This action constitutes a change in status between good standing and suspension or expulsion from the Syracuse Abroad program. The student is allowed to remain enrolled in the Syracuse Abroad program with restrictions. Further violations may lead to immediate suspension or expulsion from the program and perhaps the university. The decision to place a student on disciplinary probation will be made by the onsite program director in consultation with the Syracuse Abroad Associate Provost, International Education. The onsite program director will formally document the student's behavior as



well as the conditions by which the student will remain enrolled in the program. **The student must have a series of meetings with appropriate staff, abide by the conditions outlined in the formal documentation, complete community service (restorative punishment), and/or write a research paper related to the violation.**

4. Residential probation with possible removal or expulsion

This status indicates that the student has violated housing rules as outlined by the Syracuse Abroad center, host institution, or housing agent. The decision to place a student on residential probation will be made by the onsite program director in consultation with the Syracuse Abroad Associate Provost, International Education and Engagement. The student must have a series of meetings with appropriate staff, abide by the conditions outlined in the formal documentation, complete community service (restorative punishment), and/or write a research paper related to the violation.

Further violations may result in [1] the immediate removal of the student from Syracuse Abroad sponsored housing and [2] possible expulsion from the program. In the case of immediate removal, the student will be required to find and pay for their own housing for the duration of the program and to sign a Notice Regarding Independent Housing Arrangements. There will be no refund of the housing fee in the case of removal or expulsion. The decision to remove or expel students will be made jointly by the onsite program director and the Syracuse Abroad Associate Provost, International Education and Engagement.

5. Suspension or termination from the Syracuse Abroad program

The Syracuse Abroad Associate Provost, International Education and Engagement may suspend or terminate a student's participation in the Syracuse Abroad program in the event that student fails to comply with the program Conditions of Participation or other Syracuse University policies and procedures, or if Syracuse Abroad believes that the student's participation poses a danger to the student or others or threatens to impede orderly conduct of the Syracuse Abroad programs. Such suspension or termination is in addition to, and not in lieu of, disciplinary action that may be imposed by Syracuse University or the student's home institution pursuant to applicable policies and procedures.