

Syracuse University

Madrid

THE SOCIAL HUB



**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 Social Hub - Madrid, which opens its doors in summer 2022, is a refurbished printing house, La Imprenta, and is a ten-minute walk from Madrid's iconic Gran Vía, Plaza de España, and the Spanish Royal Palace. It is also walking distance to the Príncipe Pio transportation hub, where you'll be able to take a quick subway ride on line 10 to the Syracuse Madrid center.

The facilities are divided into two wings, a four-star hotel side, and a student residence hall side. The residence hall space offers single-room accommodations with an en-suite bathroom. You can purchase meals in the cafeteria or use the large common kitchen, where you will have access to your own refrigerated locker.

All students who are placed in The Social Hub will need to sign a housing agreement to confirm their placement.

- Single room with a private bath
- Includes utilities: monthly cleaning service; linens and towels; onsite washers and dryers (6-7 tokens per month); co-working space; 24-hour onsite staff.

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.
- Syracuse Madrid prohibits discrimination based on gender, race, sexual orientation, gender identity and expression, politics and/or religion.
- 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 TSH House 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 single room with a queen standard bed. Cleaning staff will clean the room once per month 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. There is a laundry service completely free for students.
- 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.
- It is forbidden to apply nails, screws, etc. in walls, floors and ceilings of your room. It is also not allowed to (re)move the fixed furniture in the room. The following items are prohibited within TSH Madrid: candles, incense sticks, additional furnishings (deep fat fryers, woks, oil burners, or any other equipment that is likely to offset the fire alarm, fridges).



- In addition, throwing items outside through the windows or from the balcony or terrace is strictly forbidden.
- In order to grant the decorum of the building, students are not allowed to display flags, posters or any other decoration on the windows or in the corridors. Any decorations on the windows / in the corridor shall be removed immediately.
- 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.
- Rooms have central air and heat that is regulated by the building Management permitting slight personalized adjustments in the rooms. Air conditioning will work during summer months.
- Students should use the ironing boards in the laundry room to iron clothes. Clothes should not be ironed in the rooms.
- 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.
- Students are required to clean up any garbage that they leave behind. If this is not cleaned or items have not been removed, TSH Madrid will charge the cleaning/removal costs to the student.

4. MEALS IN THE SOCIAL HUB

- 1) Option for all students: Students will have access to a communal kitchen which is available to all our students, full of great facilities, equipment and even your own locked fridge and kitchen box locker. Keys must be returned upon check-out.

Cleaning

- All guests are responsible for the cleaning of the Communal Kitchen and eating areas.
- TSH will provide kitchen cleaning service (floor and surfaces only) 3 times per day.
- Communal Kitchen is open 24 hours.



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- When you use a cooking station you must clean and care for all the appliances as well as cutlery, pans & other elements you have used, yes that includes dishwashing, removing of the food on the tables and cleaning up after use.
- Every student has an individual fridge box and a dry box and is responsible for his/her cleaning.

TSH will provide you once for free a “kitchen pack”, for whose cleaning you are responsible. All the items included in your kitchen pack that are not cleaned and left dirty on the cooking station or in the washing area will be taken out of the kitchen. If you want to have them back, TSH will charge you the corresponding extra fee.

- At check-out time, TSH will charge an extra fee of 70 euros in the instance that the full Kitchen Pack is not returned.

Kitchen Box Locker:

- You are not allowed to occupy a locker that has not been assigned to you by TSH staff.
- Please be aware that in case of food or items are found in unassigned spaces, those items will be taken.

Freezers:

There are freezers in the Communal Kitchen. These are shared freezers, meaning everyone has access to these. TSH is not responsible for any eventual food theft.

Health & Safety:

- TSH needs to be compliant with the hygiene and health regulations and authorities. For this reason, all types of food left on the tables, on the cooking stations, washing area, or in general out of place suitable for their conservation, will be thrown away by our housekeeping team.
- TSH will check all fridges and freezers monthly. Food expired and/or in bad condition will be thrown away. If you detect food in bad conditions, please inform our staff.
- It's strictly forbidden to consume your own food and drinks in any other places out of the Communal kitchen spaces. Only in the Communal Kitchen Area it is allowed to consume self-cooked or delivered food.

We remind you that the Communal Kitchen is a place to enjoy your food, cook together and make friends, not a place for parties. Non-authorized parties will be penalized with warnings and fees and are strictly forbidden in this space.

- 2) Optional meal plan: Students will also have the option to buy meal tickets (10 or 20 tickets) to be used in 40 days' time. Students will not be reimbursed for the Social Hub meals tickets not used during the time specified. Sitting at the outdoor restaurant tables requires consumption at TSH bar or restaurant.

5. COMMON AREAS



- The common areas include game room, entrance lobby, study rooms, gym, communal kitchen, laundry room and restaurant spaces.
- 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.
- The storage of any personal items or belongings near or in the stairways or corridors is not allowed. Emergency routes, corridors and exits must remain clear at all times. Use of emergency exit doors is strictly prohibited in non-emergency situations.
- To reserve study rooms, students will need prior authorization from the Management.
- Gym: it is open 7 days a week. Students should not misuse any of the equipment. The use of a towel in the gym is mandatory.

6. OTHER SERVICES

- TSH provides a bike sharing system to their guests for the whole period of their stay.
- Students can also have mail, packages and food delivered under certain rules. Please check TSH House Rules given to you on your arrival's day.
- TSH Madrid offers free WIFI. It is strictly prohibited for students to use the network to browse illegal website/content and in general for illegal activities and the use and installation of private networks or private routers.
- Technical issues must be reported at reception or via the TSH Life App. TSH Madrid shall process technical malfunctions as soon as possible. Technical staff can enter rooms for the time necessary to deal with the technical issue.
- CCTVs monitor the whole building. Recorded video could be watched by TSH Management with a police report.

7. SLEEPING AWAY FROM THE RESIDENCE

- Aside from the *Semana Santa* break, **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.



8. KEYS

- Students have the right to one key exclusively for personal use and under the student's sole responsibility.
- There is a key replacement fee. This fee must be paid in cash and students must notify the reception immediately if his/her electronic key is lost.
- 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.

9. 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. TSH has a zero-tolerance approach to bullying, intimidation and/or psychological/physical violence caused to any of its staff and to any person in the Hotel.
- 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. If TSH finds evidence of smoking, there will be an immediate charge of €150.
- 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. Residents are not allowed to play their own music including the use of speakers in communal areas or courtyard.
- Visiting hours are from 10:00am to 11:00pm. Guests may not sleep in the student's room. Students are responsible for their guests. All guests must show their identification document to the reception. TSH Madrid is entitled to charge the guest for additional costs related to the use of the services/facilities reserved to the guest by those who visit or accompany them.
- 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:

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| ▪ 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.