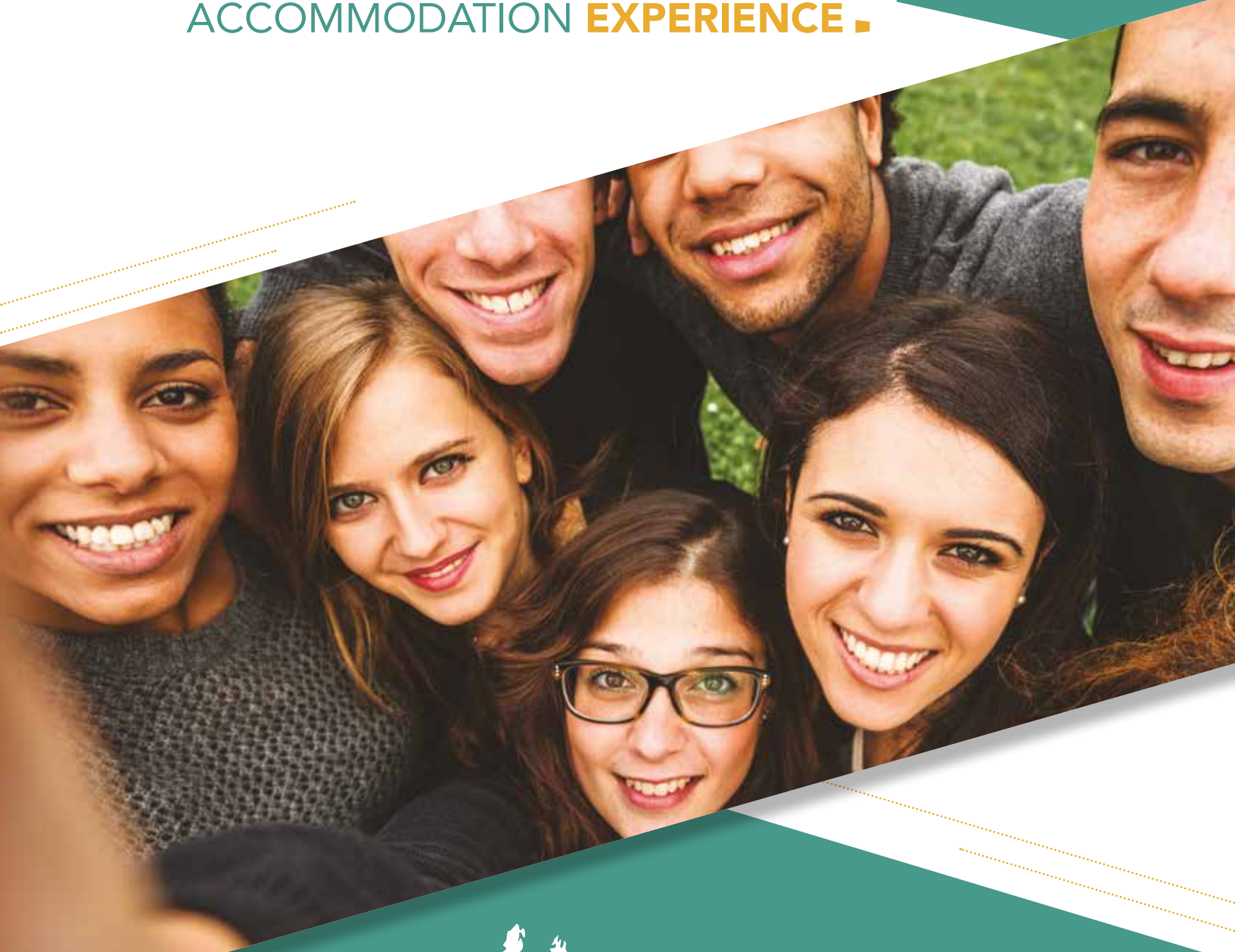




REIMAGINING YOUR STUDENT
ACCOMMODATION EXPERIENCE.

2018-2019



HANDBOOK

- www.in-domus.it
- +39 0245377590
- info@in-domus.it





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ACCOMMODATION EXPERIENCE.**

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MISSION AND COMMITMENT

IN DOMUS provides accommodation and related services in halls of residence to students, visiting academics and other visitors. We are committed to providing a high quality service that is accessible to all our customers, in a safe, secure, friendly, clean and customer focused environment. This section outlines the standards of service that you can expect from us, and how we will deliver it.

IN DOMUS is committed to:

- Providing accommodation that is priced to suit different preferences, needs, and budgets.
- Maintaining the accommodation in good order to provide a safe, secure and clean living environment.
- Providing clear and accurate information about prices, facilities, and services.
- Allocating and offering spaces fairly and as close to student's preferences.

To deliver on this commitment, we will:

- Embrace customer feedback and any changes that help to shape and improve our services.
- Respond to all enquiries, feedback and complaints quickly and efficiently.
- Treat our customers with respect, courtesy and consideration, regardless of age, disability, gender (including gender identity), race, religion or belief, sexual orientation, marriage and civil partnership, pregnancy and maternity and social and economic background.
- Ensure that our staff are trained to mediate, bringing a quick and successful resolution to all complaints.

You can help us by:

Providing us with feedback on your experience and, in the case that you are not satisfied with our service, letting us know where we fell short of your expectations and how we can improve.



FROM THE MANAGING DIRECTOR

Dear client, our residences staff are here to help as you settle in and over the course of your staying. They will be able to answer any questions that you may have and you should refer any problems to them in the first instance. Our extensive reception hours are designed to make it easy for you to speak with someone at times that suit you.

We all at In-Domus are committed in making your student accommodation experience a fantastic one.

Welcome to IN DOMUS halls!!!

Pierenrico Maringoni





VALUES AND PRINCIPLES FOR LIVING IN HALLS

To uphold the **IN DOMUS** commitment to equality of respect and opportunity, we will treat all people with dignity and respect, and ensure that no-one will be treated less favourably because of his/her age, disability, gender (including gender identity), race, religion or belief, sexual orientation, marriage and civil partnership, pregnancy and maternity and social and economic background.

IN DOMUS is committed to embedding and mainstreaming equity, diversity and inclusion.

Developing an effective and constructive community is reliant on each individual resident and halls staff.

VALUES	PRINCIPLE	EXAMPLES
Mutual Acceptance	Recognising and accepting difference	Awareness/respect for cultural difference
Respect	For the individual irrespective of sex, sexuality, age, gender, identity, ethnicity, religion, disability	Equality/respect irrespective of sex, sexuality, age, gender, identity, religion, disability. Taking action/alerting others where equality and respect is abused.
	For privacy	Not intruding in others' personal space; respecting each others belongings.
	For quiet	Recognising the hall not only as "home" but also crucially as a place for tranquil private study. Being aware of other neighbourhood residents, and recongnising their need for quiet (eg, work, study, children).
Concern	Alert others if you are concerned about the welfare of a fellow student.	Knowing when/how to encourage fellow students to seek support and when to actively pursue such support on behalf of another. Reporting any concerns about bullying or harassment.
	Take responsibility for the physical fabric of the residence and its contents.	Not damaging fabric/contents of the residence. Reporting malicious damage by others.
	Awareness of the local environment, including appropriate security/ personal safety requirements	Encouraging sharing of "local knowledge". Reporting incidents/ concerns related to personal security in the vicinity of the hall.



ARRIVAL

KEY COLLECTION

You will be able to collect the keys of our Halls on the arrival day.

Check-in time is between 3 p.m. and 10 p.m.: please call or mail our reception, to make sure you don't arrive too early or too late and have to wait a long time before you can collect your keys.

YOUR INVENTORY

After you have collected your keys you need to complete the room or apartment inventory.

Check every item in your room and record anything that is missing or damages. The inventories "check-in form" (please see Appendix) is the official record of the condition of the room/apartment when you move in, and are compared with the condition of room/apartment when you leave. You will be charged for any missing items or damage. Complete the inventory "check-in form" within three days of arrival to avoid the possibility of being held responsible for any missing items or damages after vacating the accommodation.

If you do not submit the check-in form, we will assume that everything that should be in the room is present and in perfect condition. If anything in your room is not working and you'd like us to fix it, please let us know with an e-mail to :

- fixit.certosa@in-domus.it (CAMPUS CERTOSA)
- fixit.monneret@in-domus.it (CAMPUS MONNERET)

SETTLING IN

Once you have moved in, you can start to find out what's where and who's who at your hall.

Make a point of familiarising yourself with the fire procedures in your bedroom and the different escape routes available. If you need any more information ask at Reception. Make sure you stop by and have a chat. If they can't help, they will put you in touch with someone who can.

The receptionists are your first port of calls for many queries you have, including the facilities in your hall.





REGULATIONS

REGULATION FOR GENERAL CONDUCT

The conduct of each guest towards the other residents and the Halls staff shall be based on the fundamental rules of tolerance, respect and collaboration, thus to guarantee a harmonious daily cohabitation. The guest shall observe the law and the regulations of the Police and Public Safety Authorities where applicable, as well as those regulations and any other further amendments made by the Management. The guest may not transfer, temporarily or otherwise, his or her place of residence to the Halls but may transfer his or her place of domicile to the Halls.

GUEST SHALL:

- a) use all the spaces and the equipments (in particular the common spaces and equipments) in respect and of understanding with the other guests;
- b) immediately report any contagious disease contracted during his or her time of stay; the Manager may temporarily suspend access to the Halls until the guest can produce a certificate of clean health;
- c) put up notices of whatever nature only on the authorised notice boards;
- d) regularly check that all equipment made available is in working order (with special attention paid to pipes and taps, water, water heaters etc) and immediately inform the staff of any damage;
- e) respect the rules of hygiene, order and decency in the rooms and communal areas;
- f) give notice of any prolonged absence;
- g) allow access to the room, upon notification, to cleaning and maintenance staff;
- h) leave rooms tidy and provide to remove personal effect;
- i) comply with the regulations set for the use of recreational and study infrastructures of the Residence and the specific services made available.

GUEST MAY NOT:

- a) keep inflammable materials, weapons, drugs and harmful substances in the rooms and communal areas;
- b) keep animals in the Halls of Residence or in the surrounding areas;
- c) disturb other residents in particular between 12.00 PM and 08.00 AM;
- d) place objects on the terraces or window ledges that might cause injury to passers-by, or which are forbidden by Municipal Regulations;
- e) make any modifications or changes to the premises, or paint covering them, or move or tamper with any systems in place;
- f) tamper with the electrical, heating or conditioning system, the hazard warning appliances or use multiple plugs of any kind;
- g) use heaters or cookers other than those supplied in the halls.
- h) leave rubbish or refusals outside the proper container;





CODE OF CONDUCT FOR SHARING A ROOM

- Sharers should respect each others' belongings.
- Each sharer has the right to sleep without any disturbance from 12pm to 8am.
- Studying is viewed as taking priority over other activities from 8am – 12pm. Sharers must respect each other's right to read and study free from disturbance or undue interference. Activities which might disturb study during this period are only permitted when agreed by both residents.
- Sharers are jointly responsible for keeping their room clean and tidy.

ROOM ACCESS/SECURITY

- Each sharer has the right to free access to her/his room.
- Day guests are allowed in the room only with the explicit permission of both sharers.
- Each sharer must always feel free from intimidation, physical and/or emotional harm.

DISPUTES

- It is advised that residents attempt to resolve disputes between themselves in the first instance.
- Where sharers have been unable to overcome differences, they are recommended to follow a mediation process.
- Sharers understand that an opportunity to change rooms is unlikely after check-in.
- Where a sharer acts in contravention of this code, the Management may use one or more of the disciplinary tools as laid down in the Contract General Conditions and this Handbook.

MEDIATION PROCESS

- If serious issues arise between sharers which they cannot resolve between themselves, they should contact one of the residence staff in the first instance. If necessary, a meeting with one or both sharers will be arranged.
- Where no resolution occurs after initial mediation, the Management will arrange to speak to both sharers. At management discretion, the management will prepare a list of action points to be agreed by both sharers.
- If either sharer fails to agree to the action points or fails to abide by them, the Management will take appropriate actions foreseen in the Contract General Conditions and in this Handbook.

DEPARTURE OF ONE SHARER FROM ROOM

- The remaining sharer is expected to refrain from extending their use of the space within the room, spreading belongings to both wardrobes, desks or beds within the room.
- Tariff for the full room will be incurred by those remaining sharer(s) who extend their use of the space within the room in this manner.
- The room will be shown to any new potential sharer(s) as directed by the staff with short notice to the remaining resident.
- Any new potential sharer(s) will always be accompanied by a member of the residence staff when viewing the room.



ESSENTIAL INFORMATIONS

CONTACTS:

CAMPUS CERTOSA

+39 02 45377590

Via Mario del Monaco 4, 20157 Milano

certosa@in-domus.it

CAMPUS MONNERET

+39 02 83427670

Via Ugo Monneret de Villard 1, 20134 Milano

monneret@in-domus.it

EMERGENCY NUMBER

**NUMERO UNICO
PER TUTTE
LE EMERGENZE:**



ROAD RESCUE - ENGLISH

800.116.800

MEDICAL SERVICES

SELF CARE

You should consider keeping a personal stock of medicines to use in case you get ill. First aid kit is kept at the Reception. If you get hurt in halls you should ask at reception for a first aider. They will have suitable training and access to a first aid kit. Local pharmacist can also give you friendly, expert advice about over-the-counter medicines that can help with lots of common conditions, without the need for an appointment. Pharmacists can advise on minor ailments such as colds, skin conditions and allergies.

Please enter the following link in order to know how the Italian Health Care system can assist you and the procedure that you are expected to follow in order to get assistance:

http://www.salute.gov.it/imgs/C_17_opuscoli-Poster_203_ulterioriallegati_ulterioreallegato_3_alleg.pdf

EMERGENCIES

The Reception teams deal with any issues as they arise. If you have an urgent problem at night or during the weekend (eg, if you are taken ill, or an emergency repair is required) contact reception.

SAFETY

FIRE SAFETY

Fire is a significant hazard for students living in residences.

FIRE SAFETY BASICS:

- Don't leave cooking unattended
- Do not place items on top of microwaves
- Don't stick knives/forks into toasters
- Don't leave items on heaters in rooms
- Don't use irons, hair straighteners, deep fat fryers, rice cookers or any other hot surfaced appliances in your room
- Don't use convector or fan heaters

SAFETY RULES IN CASE OF EMERGENCY

Everybody in case of a coming emergency (fire or other) must follow these rules:

- Contact the reception (always presided by the staff) at telephone number 135 (in Certosa) or 4100 (in Monneret) saying:
 - nature of event
 - involved areas
 - rooms in danger
 - possible injured people
 - your own identity
- Wait for instructions given by staff

In case of alarm activation (emergency voice), residents must:

- Leave their apartments or the common areas in an orderly way, without running, screaming, getting into a panic or spreading panic.
- If they are in another area of the Hall, they better not go to their apartments or their working places but follow the responsible staff's instructions.

- Leave orderly the danger areas, using the fire escapes (reported on the plans), also helping the nearest people.
- Do not use the elevators for evacuation because they could be broken or out of order.
- Do not stay near the outdoor exits, but go away from the Hall to avoid troubling rescue operations. Get, as soon as possible, to the pre-fixed meeting point.
- Go back inside the Hall only when authorized.

VERY IMPORTANT:

DO NOT CALL ON YOUR OWN INITIATIVE THE FIRE DEPARTMENT OR OTHER EXTERNAL AUTHORITY, ALSO DO NOT USE ANY SAFETY TOOL (EXTINGUISHERS, HYDRANTS). IF NECESSARY THE STAFF WILL USE THEM.

SAFE RULES OF BEHAVIOUR

In normal conditions residents must:

- 1) Study and be confident with the safety location plan displayed in the residence, the emergency exit, the alarms position and the rules of behaviour in case of emergency.
- 2) Keep always with them the smart card because it is also a safety tool.
- 3) Switch off all the electrical equipments when not used, especially when the apartment is vacant.
- 4) Not force/disconnect the safety tools placed in every floor.
- 5) Not move the extinguishers and the safety tools from their original position.
- 6) Keep always free all the emergency exits.
- 7) Not smoke in any room of the Hall.



GUEST'S OBLIGATIONS

1) Any guest must keep the assigned lodge in a clean manner and cooperate to its good maintenance.

2) Guests shall gather rubbish from their own lodges and common areas, separate it and deposit it in the appropriate.

Any breach of the rule will imply a formal warning and possible other consequences that will be evaluated on a case by case basis.

3) All assignees before the end of the contract, must also provide for the reorganization of the room, removing their belongings from the furnishings in the accommodation.

4) The Guest recognizes that the Management may decide to inspect into assigned lodges, even if the assignee is not present. If, further to the said inspection, the Management verifies breaches of this regulation, the Management will take all appropriate actions. Should special maintenance or repainting be required in order to repair damage caused by the occupants, the costs will be charged to the same.

MANAGEMENT'S OBLIGATIONS

The Management is in charge of:

1) Control over inflow and out flow of people during the whole day;

2) Regular provision of the services, save those service provided by third parties;

3) Cleaning of the common areas (stairwells and study areas);

4) Special and ordinary maintenance of the building;

5) Replacement of worn out items;

6) General security measures and caretaker services including at night-time and during holidays.

ACCESS TO THE HALLS FOR NON-RESIDENTS

1) Our guests can invite visitors, up to a maximum of 2 persons each time, save different requests to be agreed with the Management.

2) It is strictly forbidden to introduce/stay visitors in the Hall from 00.00 a.m. to 8.00 a.m.

3) The guest will be responsible for any damage and breach of any provision of this regulations caused by his/her visitor

4) The visitor must give a valid ID document to the reception that will be returned when leaving.

ACCESS TO THE ROOMS BY THE MANAGEMENT

1) Management is in possession of a copy of all room keys.

2) Hall Management may access the rooms:

a) with presence of at least one of the occupants;

b) in the absence of the occupants and following at least a 24 hours' notice:

- to check the condition of the room at the beginning and at the end of the contract or to carry out maintenance;

- to check the condition and carry out maintenance repairs;

- to carry out check up to the general condition of the room keeping.

c) in absence of the occupants and without notice:

- to carry out emergency repairs and maintenance works;

- in case of a long absence of the occupant or if the letting should result occupied by persons not resident in the Halls.





HALL CLOSURE

The Hall, save different communication, will remain open 12 months. Residents will be immediately notified of any changes in any closure dates.

Should it be necessary to close the Hall, temporarily or permanently, for any unforeseeable or exceptional reasons, the Management shall ensure suitable alternative accommodation in the area.

MAINTENANCE

If any items in your room or the communal areas are faulty, you should report this to reception, or by e-mail : fixit.certosa@in-domus.it or fixit.monneret@in-domus.it

Please include full details of the fault, and its exact location. Be as detailed as you can. Rather than saying "tap needs fixing" say exactly what the problem is and where it is, eg, "tap dripping constantly in kitchen", "no hot water coming from tap in bathroom", "tap coming away from washbasin in bedroom" etc.

This will help us to fix it more quickly. In reporting a repair you are automatically giving your consent for personnel to enter your room to assess the problem or carry out the repair. If you have any questions about how repairs are carried out or prioritised, please contact reception.

It may take longer for a minor fault to be repaired, and only emergency repairs (caused by floods, etc) are dealt with outside office hours. You can report emergency repairs to reception.

You are not allowed to carry out your own repairs

or make any adjustments, such as replacing or attaching fittings to shower heads, painting walls, etc. Furthermore, you should never tamper with safety features such as window restrictors or smoke detectors.

DAMAGES AND LOSS

1) The Management has prepared a list of reimbursement costs for the most frequent damages and loss sustained (see appendix). Damages and losses not indicated in the list shall be covered with the amount effectively paid by In-Domus for repair, or replacement where repair is not convenient.

2) Where it is not possible to identify the person responsible for damages or loss in apartment, both occupants shall be considered equally responsible; if in the communal areas, all residents shall be considered responsible.

3) In the event of losing the badge or if the badge is stolen, guests can request a copy to the reception up to a maximum of 1 pieces. Then any additional copy of the badge will have a cost of € 10.



A-Z GUIDE





BICYCLES, CARS AND MOTORCYCLES

CERTOSA and MONNERET Residence Halls provide a storage area for bicycles. Certosa also has an underground car parking. Users of the hall car park/bicycle stand do so at their own risk. In-Domus will not accept liability for any accidents, damage or loss incurred. You should always secure your bike with a high quality "D-Lock" through the frame. If you don't own a bike, there are bicycle hire points near most halls. We actively discourage the use of motorised vehicles. Please consider to make use of bike sharing below:

<https://www.bikemi.com/>

<http://ofobicycle.com/>

<http://mobike.com/>

CAMPUS ACTIVITIES

Over the year several events and activities take place in the Halls. Please keep checking the notice board. You should consider joining IN DOMUS Facebook groups/ Instagram/ Linkedin, as many notices are also posted here. Please contact us if you have any complaints.

CLEANING

IN DOMUS through its contractors provides a cleaning service. Nonetheless, all residents are responsible for cleaning their rooms and ensuite bathrooms. The communal areas, including corridors, kitchens, WCs, bathrooms are cleaned daily by our housekeeping staff. If you need an extra cleaning service, please ask at the reception. Help us maintain a good environment within the Hall by cleaning your own dishes using environmentally friendly products straight after use and by segregating your waste into mixed recyclables, non-recyclables and compost (where provided). At the reception you can also find a kit of towel / bed lines with an extra cost. Please refer to price list in Appendix.

COMPLAINTS

We are committed to providing an efficient, effective and courteous service to all residents. Our main method of contacting you is via email to your email address. You're added to our mailing list automatically at the start of the year, but if you're not on the list, please look for the link to mailing lists at the reception. Please contact us if you have any complaints: complaints-suggestions@in-domus.it

HEATING / AIR CONDITIONING

Our heating/ conditioning systems are controlled centrally by a thermostat, setting the temperature at 20° degrees all year long, you can increase (+) or decrease (-) up to 2 degrees the centrally set temperature acting on your room thermostat.



INTERNET AND WI-FI

To set up the wireless internet ask for instruction access at the reception desk.

KEYS AND DOOR ENTRY CARDS

The residences operate different entry systems. Sometimes you will use a single key to access all doors. Always look after your entry card. For safety, we recommend that you do not keep your entry card together with your address, so that they cannot be used if they are lost or stolen. Please report any lost or stolen cards to reception as soon as you can.

KITCHENS

If you are not in a PLATINUM apartment, you share your kitchen with other designated residents of your flat. You are jointly responsible for washing up and tidying away crockery, cutlery and pots and pans after use and placing any rubbish or recycling into the provided bins.

That is even more important if you are a user of the shared kitchens.

We recommend that you clearly label your food to avoid confusion, and where possible, keep it stored in bags or containers. Please do not take any food that does not belong to you. Appliances in shared kitchens have sensitive fuses to protect users from electrical shock.

If there is a loss of power in the kitchen, the fridge/ freezer may fail and food may no longer be chilled properly. Never re-freeze defrosted food.

Waste bins located in common areas are emptied every day by our housekeeping staff, as are common kitchens cleaned.

LAUNDRY AND IRONING

Your Hall has a laundry room with washing machines and tumble dryers. You will need to bring your own detergent. Machines are coin operated. Operating instructions are displayed in the room.

To conserve electricity and make your clothes last longer, we recommend selecting the lowest temperature setting. Irons and ironing boards are supplied in the laundry room, or can be requested from reception. Please report any faulty machines or equipment to reception.

LIMITING YOUR ENVIRONMENTAL FOOTPRINT

IN DOMUS is committed to improving our environmental impacts, and you can play a part too – with around 600 students at IN DOMUS, every small action adds up to a big change.

Here are the five biggest green things you can do:

1. Switch off lights and appliances when not in use to save energy.
2. Sort your waste correctly into the bins provided, to recycle as much as possible.
3. Don't leave the heating on with the windows open.
4. Boil only as much water as you need in the pots.
5. Report faults (eg, dripping taps) to reception.

LOST PROPERTY

Please hand any lost property items to the reception of the Hall. Likewise, if you have lost anything, ask reception staff to check the lost property log for you. Any items are logged with the finder's details. If after three months an item hasn't been claimed by the owner or re-claimed by the finder, it will be disposed of or recycled as appropriate.

MAIL PARCELS AND AMAZON

Regular mail (i.e. small letters that don't need signing for) can be collected from the mailboxes in each residence. Mail is either sorted by room/ flat number or surname. To help us place your mail into the correct box, please make sure your full name and room number are included. There will be a different procedure for parcels or letters which require a signature. You will need to collect the item from reception and, where possible, will be notified when something has arrived (e.g. via email, a noticeboard at reception). We keep a considerable room behind the reception desk for Amazon boxes.

Given the fastgrowing amazonization process please make sure to collect your parcels timely in order to avoid overload. Mail that arrives after your departure from the Hall cannot be forwarded or stored. To continue to receive your mail after you leave, make sure that you update your address.

NOISE

Avoid shouting in corridors or out of windows, or having loud discussions in your bedroom or kitchen. Noise can travel further than you might expect. If another resident asks you to be quiet please do as they ask – they might have an important test or deadline approaching. Noise must be kept at a reasonable level at all times, and restrictions are enforced at night and during exam periods. If you are disturbed by any loud noise and your requests for quiet are unsuccessful, please contact reception. All our halls have quiet areas and study rooms as an alternative place to work and study

REPORTING HARASSMENT AND BULLYING

Harassment and bullying are not tolerated. IN DOMUS's inclusive working and social environment is all of our responsibility and it's vital we encourage, support and behave appropriately to one another.

ROOM INSPECTIONS

The Management may decide to make a room inspection from time to time, and we will give you notice beforehand. Please keep your room clean, neat and tidy throughout your stay, and place any rubbish into the designated bins in the Hall. If on inspection the condition of your room is deemed to be a risk to health and safety, we will give you a week to tidy up. If your room is still not up to the required standard when we re-inspect, we will arrange for the housekeeping and/or maintenance teams to fix the problems and charge you for the work. You may also be reported to the Management for possible disciplinary action. Occasionally, IN DOMUS staff or contractors may take photographs inside study bedrooms and apartments to evidence maintenance, discipline or welfare reports. Images will be taken, stored and disposed of in line with our data processing approach.



ROOM SWAPS

There may be reasons why you consider swapping rooms with another student in your Hall or even in another Hall. We recommend that you speak to our staff about your reasons for wanting to swap before taking any further steps. They may be able to help with whatever it is that's causing you to want to swap. Swapping rooms is possible but you need to find somebody to exchange rooms with and get authorisation before you swap. In case of swap, you will be charged with room final cleaning fee.

SECURITY

Keep flat entrance doors locked and always lock your room if you are going out. If you think that there are intruders in the building, contact reception immediately. Your Hall is staffed around the clock by receptionists.

To prevent intruders, receptionist may need to verify the identity of you or your guests. Please meet their request for proof of ID with courtesy and compliance.

SMOKING

Smoking, including electronic cigarettes, is prohibited in all IN DOMUS buildings and Halls of residence. This includes all bedrooms, out of windows, communal areas and in halls. Please also refrain from smoking directly outside the entrance to your hall as smoke can enter ground floor windows. Any breaches will be classed as a serious offence and is liable to be reported to the Management. If you are caught smoking in a prohibited place your Licence Agreement may be terminated by the Management. We will also charge you for any specialist cleaning etc. required to restore the affected area.

STUDENT CONDUCT

The IN DOMUS staff can apply penalties when offences have been committed. Below is some guidance to students on the range of penalties they can expect. However, the severity of a given offence is hard to define and penalties will vary depending on individual circumstances.

Students should make themselves aware of the conduct expected of them while living in halls.

Severity of Offences

Minor

1) Failure to keep common areas clear following a warning (if an individual can be identified).

2) Violation of regulations regarding noise, mess etc, after being given a warning.

€ 5 – € 25

Medium

1) Damage to property caused either deliberately or through negligence.

2) Repeated examples of anti-social behaviour, such as loud music or drunken behaviour.

3) Breach of any rules regarding cooking, taking showers etc which result in the activation of fire alarms.

4) An accumulation of minor offences.

It should be noted that the student will be warned and/or fined after each offence.

€ 25 – € 100

Unacceptable

1) Serious and deliberate damage to the accommodation or to any property; or damage caused by gross negligence.

2) Interference with fire extinguishers.

3) Tampering with fire alarms.

4) An accumulation of medium offences.





It should be noted that the student will be warned and/or fined after each offence.
€ 100 – € 200

Serious

- 1) Smoking
- 2) Drug offences.
- 3) Aggressive behaviour, harassment or defamation towards another student, employee of the Hall, visitor or any other third party.
- 4) An accumulation of unacceptable offences.

It should be noted that the student will be warned and/or fined after each offence or expelled from the hall.

Charges

Charges for damage or vandalism Charges will also be applied in the case of actual damage to the property. The cost will equate to the cost of correcting the damage.

CONTACTS:

www.in-domus.it
+39 0245377590
info@in-domus.it

CAMPUS CERTOSA

+39 02 45377590

Via Mario del Monaco 4,
20157, Milano

certosa@in-domus.it

CAMPUS MONNERET

+39 02 83427670

Via Ugo Monneret de Villard 1,
20134, Milano

monneret@in-domus.it

