



ALMA MATER STUDIORUM
UNIVERSITÀ DI BOLOGNA | COLLEGIO SUPERIORE

General Regulations of the Irnerio Collegio Superiore Residence

(Coordinated text for information purposes only and without legal force)

**(This English version is made only for publicity purposes.
For resolving any dispute and for all legal purposes only the Italian version is valid.)**

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Our University has been working for a long time to raise awareness of and to address gender stereotypes. In this context, it has been decided to give greater linguistic visibility to gender differences.

Where, solely for the sake of simplicity, the masculine form is used in this document, it is understood as referring to all persons who work within the community.

Article 1 – Purpose and definitions

1. The Collegio Superiore, in collaboration with ER.GO and in accordance with agreement ref. no. 11073/2019, protocol no. 323085 of 17/12/2019, provides an accommodation service to students of the Collegio Superiore, including International PhD College students, Italian and international students on incoming mobility programmes based on exchange agreements, and temporary guests (for example, Alumni of the Collegio Superiore, etc.). These Regulations are largely based on the ER.GO (regional authority for the right to higher education) General Regulations for university halls of residence. They are published on the Collegio Superiore website.

The fact that it is an accommodation service precludes any action to reinstate possession pursuant to Article 1168 of the Italian Civil Code, which is granted to holders of property on other grounds.

2. These Regulations set out the rules of conduct for the Irnerio Collegio Superiore Residence and apply to all guests regardless of the academic year of admission to the Collegio Superiore or the International PhD College.

These terms in the Regulations shall be understood as follows:

- a) "permanent guests": I and II cycle Collegio Superiore students (hereinafter Collegio students) and PhD students of the International PhD College (hereinafter the PhD students). Incoming mobility students, lecturers and international Visiting Professors/Fellows may also fall into this category based on specific activities and/or projects;
- b) "temporary guests": non-assigned guests, such as Alumni of the Collegio Superiore, Visiting Professors and Lecturers;
- c) "external visitors: external daytime visitors as defined in Article 16;
- d) "visitors": visitors using the overnight hospitality service referred to in Article 17;
- e) "Administration Office": the Collegio Superiore Administration Office;
- f) "ER.GO": the Bologna office of the Regional Authority for the Right to Higher Education.
- g) "Representatives": the Representatives of the Collectives, students of the three cycles.

Article 2 – Services

1. The following primary services, among others, are guaranteed at the Irnerio Collegio Superiore Residence:

- a) concierge service;
- b) ordinary maintenance of the property;
- c) cleaning service for the common areas;
- d) Internet access through a connection shared by all Residence students.

Additional services could be provided according to the resolutions approved by the Collegio Superiore in agreement with ER.GO.

Article 3 – Concierge Service

1. The Concierge service is tasked with coordinating and regulating the internal services and the general running of the Residence and liaises with ER.GO and the Collegio Superiore regarding any issues relating to the Residence and its guests.

Specifically, the Concierge staff manages the arrival, stay and departure of guests and sees to the relative formalities issued by ER.GO, in agreement with the Collegio Superiore.

Concierge staff will inform guests of the rules contained in these Regulations and oversee their compliance. More specifically, the Concierge service includes the following:

- checking the cleanliness, hygiene and maintenance of the Residence, including inspections inside the rooms;
- checking compliance with the prohibition on smoking, reporting on any irregularities and, where applicable, applying the penalties set by current regulations;
- receiving any maintenance requests, which it is mandatory for guests to submit to the Concierge staff;
- controlling access, requesting the relative identification documentation from guests' visitors and accessing the video surveillance monitors in real time (excluding the relative recordings);
- authorising overnight hospitality as provided for in these Regulations;
- requesting and sending subsequent reminders for payments due from guests in specific cases, and sending a copy of the receipts to the Collegio Superiore and ER.GO;
- notifying guests of any communications from the Collegio Superiore and ER.GO;
- managing/checking the Residence systems and installations and monitoring the electrical appliances assigned;
- managing the Residence security and any emergencies.

2. The duties set out in paragraph 1 above provide an indicative but not exhaustive definition of the Concierge service's role. Guests observing behaviour by other guests that does not comply with the Regulations must initially approach the Concierge service requesting that they take the relative action.

3. Concierge staff will report any irregularities found to the Collegio Superiore and ER.GO so that the relevant measures may be taken.

Article 4 – Emergencies

1. In case of an emergency, resident guests must make direct contact with the Concierge personnel on duty 24 hours a day.

Chapter II – ALLOCATION OF ACCOMMODATION

Article 5 – Check-in documents

1. The following documentation will be required on check-in and to allocate accommodation:

- a) all guests must produce a valid identification document (ID card, passport, drivers license): residence permits are not accepted unless produced together with a passport or ID card. Documents with an expiry date within the 30 days subsequent to the date of entry are not accepted;

- b) all permanent guests must also submit the receipt for the payment of the non-interest-bearing deposit of € 250.00 previously made to ER.GO;
- c) possible residence permit or the relative renewal request;
- d) declaration by the assignee that there are no outstanding debts pending with the Alma Mater Studiorum – Università di Bologna or with ER.GO and that accommodation was never withdrawn on disciplinary grounds. Failure to comply with this requirement will preclude the allocation of accommodation.

Article 5 bis – Temporary guests

Exceptionally, accommodation may be granted free of charge, only if available, usually for periods of up to one week, to Alumni and temporary guests (excluding graduating students) of the Collegio Superiore, based on a motivated request and to carry out activities related to the Collegio Superiore. This can be done by sending the “Accommodation Request” form via email to the Management of the Collegio, copying in the Administration and Concierge Offices at the Residence, with at least two weeks’ notice. The hospitality of the graduating and PhD students, upon the expiry of their entitlement to residential accommodation, is governed by Article 18.

The “Accommodation Request” form can be downloaded from the Collegio Superiore website (www.collegio.unibo.it) and forms an integral part of these Regulations. At the end of their stay, guests must return the keys to the Concierge staff and remove all personal belongings from the accommodation. If this is not done, ER.GO and the Collegio Superiore are entitled to access the accommodation, including in the absence of the guest, and replace the lock/s as well as remove any property left behind by the guest, with the relative costs charged to the guest.

Article 6 – Acceptance of accommodation

1. On allocation of the accommodation, the guest must sign:
 - a) the accommodation acceptance document, including these General Regulations of the Innerio Collegio Superiore Residence, which form an integral part thereof;
 - b) the accommodation inventory report concerning the condition of the property and the furnishings and equipment.
2. By signing the aforementioned documents, guests undertake to properly care for the allocated accommodation and return it in the same condition in which they received it, save for normal wear and tear. They also undertake to comply with these Regulations and all amendments and any additional provisions that may be approved by the Collegio Superiore during their stay in the accommodation.

Chapter III – RULES ON THE USE OF ACCOMMODATION

Article 7 – Duties of guests

1. Guests are required to conduct themselves with absolute propriety and demonstrate a sense of responsibility towards others and in the use of the premises and equipment in the Residence and/or allocated to them. Specifically, they are required to:
 - a) promptly report any infectious illness contracted during their stay and leave the Residence to avoid contagion, until they are completely recovered, which must be confirmed by means of a medical certificate;

- b) keep the rooms, bathrooms, furniture, kitchens, etc. clean and tidy, avoiding the accumulation of dirty dishes and collecting and disposing of waste in accordance with municipal regulations;
- c) use the systems, equipment and furnishings provided correctly, avoiding any behaviour that could cause damage or that could be dangerous, promptly reporting any problems to Concierge staff;
- d) cooperate to improve the security of the Residence and in managing emergency situations by participating in the evacuation drills required by legislation and organised by ER.GO or other organisations;
- e) use the electrical appliances or any type of electrical equipment only if it has a European Union certificate of conformity. Said equipment must be used in compliance with safety legislation and (notwithstanding the authorisation referred to in paragraph 3) with due regard to energy consumption;
- f) make available to Concierge staff, the certificate of conformity for all the electrical appliances used;
- g) provide access to personnel tasked with performing the necessary ordinary and extraordinary maintenance and cleaning activities;
- h) turn off the lights, water and gas and lock their rooms every time they go out. Guests that are absent for more than 7 days must also empty, defrost and clean the refrigerator;
- i) inform the Concierge staff of their absence. Guests who will be absent for more than 7 days must return their keys to the Concierge service;
- l) always use bed linen to maintain the mattress provided in good condition. In the event of any damage, the charges indicated in the articles hereunder in these Regulations: SECTION VI DAMAGE AND PENALTIES shall apply;
- m) display notices, signs or similar only in the specifically reserved areas;
- n) if the document provided on allocation expires or is lost or stolen, provide the Concierge service with a valid identification document within 15 days of said expiry, loss or theft.

2. Guests may not:

- a) keep or bring animals into the rooms at the Residence and the appurtenant external areas, with the exception of guide-dogs for visually impaired students;
- b) cause any disturbance: in particular, between 24:00 and 08:00, any sounds, singing and noise of any kind is forbidden. During the rest of the day, the use of musical instruments, radios, televisions, stereo equipment, etc., and the behaviour of guests in general must be such that it does not cause any disturbance;
- c) smoke inside the rooms or in the common areas (Italian Law no. 3 of 16/01/2003);
- d) keep and/or use any weapons, drugs, explosive materials, gas bottles, flammable furnishings, toxic or radioactive substances in the rooms and common areas or use open flames or devices that produce smoke;
- e) place any bulky materials or equipment that cause an obstruction in the rooms or common areas;
- f) throw away or place rubbish or waste outside the specific containers in contravention of municipal regulations regarding waste sorting;
- g) place any objects on the terraces or windowsills;
- h) throw water, cigarette butts or any other materials from the windows or in any other area of the residence;
- i) discard any materials in the sinks, toilets, etc. that could block the pipes;
- l) make changes or adjustments to the rooms, the varnishing or paintwork or to the equipment and systems;
- m) tamper with the equipment and systems, use multiple sockets, except for CE marked multiple plug sockets equipped with a switch and without additional adaptors;

- n) use any stoves, ovens, hobs, air conditioners, fridges, freezers, or dryers other than the equipment that has been specifically provided or authorised;
- o) remove or add furniture or equipment of any kind from or to the rooms or the common areas or move, disassemble, modify or do anything else to the furnishings;
- p) perform or have someone perform any repairs;
- q) host any guests at night, except for the cases specified in Article 17;
- r) have any visitors who have not provided the Concierge service with an ID document;
- s) ask the Concierge staff to undertake any tasks that are beyond the scope of their duties or be disrespectful towards the staff;
- t) bring supermarket trolleys into the Residence building or onto the premises;
- u) use the communal kitchens for extended periods, or in any case, to the extent of preventing other guests from using them;
- v) give the keys to their accommodation to other persons, even if only temporarily.

3. Guests must ask ER.GO and the Collegio Superiore for authorisation to bring in and use electrical appliances or objects that are potentially dangerous (e.g., fans, microwave ovens, irons, slicers, etc.) and provide the Concierge staff with a copy of the certificate of conformity to safety regulations in the case of electrical appliances.

Authorisation may be denied for security reasons.

4. Guests are required to keep their accommodation clean and tidy.

5. The Collegio Superiore and ER.GO accept no liability for the theft of any personal items of permanent and temporary guests.

6. It is forbidden to transfer your official residence to the Residenza Collegio Superiore Innerio, albeit temporarily. It is however possible to establish “domicile” there.

7. Permanent and temporary guests are required to comply with the applicable University regulations, in addition to these Regulations, as well as with all the circulars and directives of the Collegio Superiore and ER.GO.

Article 8 – Internet access

1. Access to the Internet is possible at the Innerio Collegio Superiore Residence in accordance with the provisions of the Consolidated Law on Privacy and the Use of IT Systems of the Alma Mater Studiorum – Università di Bologna (R.D. 271/2009, as amended). More specifically, it is noted that:

- a) the Internet may be accessed from the Residence for educational and study purposes;
- b) access is subject to the use of a username and password. This data is strictly personal and it is forbidden to share this with other guests;
- c) access to the Internet is logged and the relative record is kept for six months. The log data may be provided at the request of the Judicial Authorities to conduct investigations into administrative and/or criminal offences;

d) personal devices used to access the University's data networks must meet the following minimum IT specifications:

- regularly updated operating systems and software;
- anti-virus software installed;
- properly licensed or open-source software installed;
- where possible, normal use of the device through a non-administrative account.

Article 9 – ER.GO access to the accommodation

1. ER.GO holds a copy of the keys to the accommodation, which personnel engaged by ER.GO or the Alma Mater Studiorum – Università di Bologna are entitled to enter, even in the absence of guests, in the following cases:

- Without notice:

- a) to conduct periodic inspections during the stay, to also check compliance with these Regulations;
- b) at the request of the guests or at least one of them;
- c) in the case of a substantiated report of a breach of these Regulations;
- d) to carry out urgent repairs or works;
- e) the prolonged absence of the guest;
- (f) reports of unlawful occupation of the accommodation by outsiders;
- g) after the expiry of the allocation period, if the guest has not returned the key to the Concierge service and/or has not removed their personal belongings from the accommodation.

- With at least 24 hours' notice:

- a) inspections to verify the condition of the accommodation conducted at the start and at the end of the allocation period or in the context of the checks performed to verify the hygiene and maintenance conditions;
- b) checks or extraordinary maintenance conducted on the equipment and systems in the accommodation;
- c) adjustment or inspection of the inventory of the furnishings or equipment in the accommodation.

Article 10 – Opening hours of the Irnerio Collegio Superiore Residence

1. The Irnerio Collegio Superiore Residence is open all year round, with a Concierge service operating 24 hours a day.

2. In the case of any extraordinary maintenance, guests will be informed of the times when work is to be carried out and whether or not they need to remove their personal property from the accommodation. If necessary, ER.GO will provide specific containers in which to place personal property and will store them in specifically dedicated areas in the Residence or in other storage areas. Guests should not place any valuables in these containers as ER.GO and the Collegio Superiore will not accept any liability in the event of any loss or damage to the personal property.

Guests who do not vacate the room according to the instructions received shall be charged a penalty of € 30.00 for each day of delay, in addition to any other charges that may be incurred by ER.GO for the room to be vacated.

3. Guests who leave their accommodation for a period of more than 7 days must clean and tidy their room beforehand. If they are not involved in the works mentioned in paragraph 2, they must store their personal property inside cupboards, closets, storerooms and/or other rooms in the Residence. They must not leave behind any perishable food and the refrigerator must be emptied and defrosted. ER.GO and the Collegio Superiore will not accept any liability in the event of any loss or damage to personal property.

Failure to comply with the aforementioned provisions will result in a penalty of € 30.00 in addition to any other charges that may be incurred by ER.GO for the room to be vacated.

Article 11 – Temporary closure of the Residence

1. Guests will be guaranteed alternative accommodation if it is necessary to temporarily close the Innerio Collegio Superiore Residence due to renovation work or unforeseen circumstances.

Article 12 – Absence

1. For security reasons, permanent guests must report any absence from the Residence lasting more than 7 days - including the Christmas and summer holidays - by sending an email with at least 3 days' notice to the Administration Office, copying in the Concierge, by duly completing and attaching the "Notification of absence from the Innerio Collegio Superiore Residence" form or via other electronic communication.

Absences of more than 7 days and for a maximum of two weeks are permitted five times within the academic year (1 November-31 October), excluding the summer break (15 July-31 August), the Christmas period (20 December-15 January) and absences for study or research purposes; any absences for periods longer than two weeks must be authorised in advance by the management of the Collegio Superiore.

For absences of more than two months, the rules for temporary absences set out in paragraph 2.2 shall apply.

The "Notification of absence from the Innerio Collegio Superiore Residence" form can be downloaded from the Collegio Superiore website (www.collegio.unibo.it) and is an integral part of these Regulations.

2.1 During the assignment period, guests who participate in a study or research project for a period of more than two months at another Italian or foreign university or institution (e.g. on being awarded an Erasmus scholarship or national/international mobility grant) are required to communicate in writing the expected date of departure and expected return date to the Administration office and inform the Residence Concierge staff at least one month prior to their departure. August is not included in the two-month calculation.

2.2 Guests shall be required to remove their personal property from the accommodation and sign the temporary absence form. They may leave their personal property (duly sealed and labelled) in storage at the Residence, holding ER.GO and the Collegio Superiore harmless of any liability in the event of any loss or damage to said property. Guests who may require a temporary room in the Residence during their period of absence, must submit a request with appropriate notice in advance to the Administration Office and to the Residence Concierge, which will allocate a room based on availability.

3. In cases of a double room, the Concierge staff will inform the occupant of the room of the temporary guest's arrival.

Article 13 – Use of common areas

1. The Residence common areas may be made available to an individual or group of guests for cultural, educational or recreational activities, provided that these do not extend later than midnight.

Said activities require prior authorisation from Collegio Superiore management, taking into account the reasons and compliance with safety regulations, respecting public peace, these Regulations and any circulars and any restrictions or rules which may be set and which must be strictly observed.

In the event that non-resident PhD students of the Collegio Superiore require space in the Residence for activities related to the Collegio Superiore, they may submit a reasoned request to the Management, which will grant the use of the room after checking availability, in agreement with the Representatives.

The request for the spaces of the Residence must be accompanied by the list of users and the indication of the name of a manager, in the event of damage.

2. The guest organising the activities is responsible for cleaning the premises and for any damage.

Article 14 – Allocation and changing of accommodation

1. Various types of rooms (single and double) of various sizes and settings are reserved for guests. In view of this, it is deemed expedient and reasonable to handle the matter of room allocations in conjunction with ER.GO and Representatives in the case of accommodation intended for Collegio Superiore students.

Rooms will be allocated annually, according to the criteria of harmonious cohabitation:

- the room-plan, which determines which rooms are assigned to which students, is proposed by the Representatives and sent to the Administrative Office, and approved by the Collegio Superiore Management;
- any request to change rooms, which must be adequately justified and checked with the Concierge service to verify availability, must be sent to the Administration Office and subsequently authorised by the Collegio Superiore Management. The Concierge service will see to the room change as and when it is convenient.

2. The temporary guest will be allocated a room according to availability, which will be checked by the Administrative Office and Concierge staff.

Article 15 – Guest requests

1. If any Residence guests feel the need to discuss any specific issues relating to their residency, they may submit a request to the Collegio Superiore (email:segreteria.collegio@unibo.it), which will organise any meetings as needed or forward the relative requests for discussion to the Collegio Superiore-ER.GO steering committee.

2. To communicate with ER.GO, guests can connect to the web page <https://www.er-go.it/contatti>, using the SCRIVI mail ticketing service. The communication must specify whether they are students of the Collegio Superiore or another category of guest.

Chapter IV – VISITS AND HOSPITALITY

Article 16 – External daytime visitors

1. Each room is permitted up to maximum of two people at a time as visitors (external visitors), provided that this does not disturb the other guests or exceed the maximum number of persons permitted in the Residence.
2. External visitors are required to comply with these Regulations while on the premises of the Residence. Guests are the guarantors, in every respect, of the behaviour of any external visitors they invite and are therefore responsible for any disturbances, damage or problems they may cause. For this reason, a guest may not leave the Residence while any external visitor they invited is still on the premises.
3. External visitors must provide the Concierge staff with an ID document, which will be recorded and retained until the end of their visit for internal security purposes.
4. ER.GO, in agreement with the Collegio Superiore, reserves the right to forbid access to the premises by visitors who in the past have been responsible for any breaches of the Regulations or for disruptive behaviour.
5. External visitors may enter the premises between 08:30 and 24:00 (00:30 on days prior to holidays).
6. Minors may not be present in the Residence for any reason whatsoever.
7. Keys or access badges to the accommodation may not be given to others, even temporarily. The Concierge staff are required to deny entry to the accommodation to anyone if the guest is absent.
8. The Collegio Superiore and ER.GO accept no liability for the theft of visitors' personal property.

Article 17 – Overnight visitors

1. Permanent guests may submit a request, using the specific form provided, to the Concierge staff if they wish to have visitors from outside the Residence to stay overnight.
2. The overnight stay of the visitor may be authorised for a maximum of 7 nights every 60 days. The use of a free place in a double room requires the consent of the absent permanent guest.
3. Visitors are required to comply with these Regulations while on the Residence premises. Permanent guests are the guarantors, in every respect, of the behaviour of any overnight visitors they invite and are therefore responsible for any disturbances, damage or problems they may cause. For this reason, they may not leave the Residence while any overnight visitor is still on the premises.
4. With regard to disabled guests, the Collegio Superiore may at its absolute discretion, authorise the ongoing stay of a family member who will see to the personal care of the guest concerned. The ongoing stay of family

members is not permitted in any other case since it is incompatible with the aims of the accommodation service, which are to encourage students to take full advantage of the education and research activities available.

5. In cases of justified and documented necessity, a permanent guest may request that a person of trust be allowed to stay with them, provided that they are of legal age and only if a bed is available. The Collegio Superiore may authorise the stay, at its absolute discretion, for a period consistent with the aforementioned need.

6. It is expressly forbidden:

- a) to sublet, albeit temporarily, the assigned or other place-accommodation that may be temporarily empty;
- b) to host visitors in a manner other than what is expressly provided for in these Regulations.

7. Any case of hospitality that does not comply with the rules above shall be deemed a breach of these Regulations and will be subject to the sanctions set out in Article 21.

8. The Collegio Superiore and ER.GO accept no liability for the theft of visitors' personal property.

Chapter V – DEPARTURE FROM ACCOMMODATION

Article 18 – Permanent departure from the accommodation

1. The entry and exit dates for the Residence are decided on each year by the Collegio Superiore.

2. The entry periods for the new assignees, excluding incoming mobility students, are usually as follows:

- September for new Collegio Superiore students;
- November for new PhD students.

3. Collegio Superiore students (I and II cycle students) must usually have definitively left the accommodation by 10 September of the last academic year to allow for the entry of the new Collegio Superiore students in September. The students of the Collegio Superiore who obtain their degree may remain for up to 30 days if they obtain the degree in the summer and for up to 15 days if it is obtained in other periods. In any case, they may not stay later than 10 September of their last academic year. If a Student not resident in Bologna (or neighbouring municipalities) does not graduate within this deadline, they may, subject to the approval of their Tutor, make a duly motivated and documented request to the Management of the Collegio Superiore – by writing to the Secretariat by 31 July – for an extension of the stay in the Residence for a further period only. This extension is not guaranteed and the further stay may not be extended beyond 3 days (3 nights, including the graduation day) from the date of graduation. The concession will be authorised subject to verification of the availability of free bed places.

In the event of withdrawal from the Collegio Superiore programme, the Student is required to leave the Residence within 15 days of formal communication being sent to the Management.

Collegio Superiore students who do not meet the criteria for staying at the Collegio Superiore by the deadlines set out in the Collegio Superiore Regulations must leave their accommodation within 15 days of the official communication sent by email by the Collegio Superiore Administration Office.

4. Generally, PhD students must have definitively left their accommodation by 30 October of the third academic year to allow the entry of new PhD students in November. If a PhD student not resident in Bologna (or neighbouring municipalities) needs to extend their accommodation benefit for a single additional period, they may, subject to approval by their Tutor, submit a duly justified and documented request to the Management of the Collegio Superiore, writing to the Secretariat by 30 September. This extension is not guaranteed and the additional stay may not exceed 5 days (5 nights) from the date of graduation and, in any case, must be completed by May of the following year. The concession will be authorised subject to verification of the availability of free bed places.

PhD students who do not meet the criteria for staying at the Collegio Superiore by the deadlines set out in the Collegio Superiore Regulations must leave their accommodation within 15 days of the official communication sent by email by the Collegio Superiore Administration Office.

5. Permanent guests that definitively leave their accommodation in accordance with the provisions in paragraphs 3 and 4, and based on the incoming mobility students exchange agreements, having complied with the requirements, must agree with the Concierge staff regarding the date and time of their exit at least 7 days in advance. Said notice is necessary in order to organise the joint inspection during which the assignee must sign the definitive exit report and return the keys. If the permanent guest is not present or does not delegate someone to sign the exit report, for the purpose of checking on the condition of the accommodation left, ER.GO and the Collegio Superiore are entitled to enter the accommodation and replace the access lock(s). Property left behind by the permanent guest will be removed and locks will be replaced at their expense. In exceptional cases, which must be justified and in accordance with the required procedures, it is possible to delegate a third party to sign the exit report. **The definitive exit report is essential to returning the non interest-bearing security deposit.**

6. If anything is damaged, missing or requires extra cleaning, to be determined as per the procedures referred to in paragraph 5 above, the relative cost will be deducted from the non-interest bearing security deposit. If the value of the deposit does not cover the cost of the damage, the University of Bologna will proceed with recovering the amount due in accordance with applicable legislation.

7. Any personal belongings left by the outgoing guest will be removed and kept for a period of 10 days with the relative cost charged to the guest. On expiry of said period, ER.GO and the Collegio Superiore shall no longer be responsible for keeping said personal property and will dispose of it in the manner deemed most appropriate, with the relative cost charged to the outgoing guest.

8. *(paragraph cancelled)*

9. The non interest-bearing security deposit will be returned within 60 days, unless the amount of any damage or missing items from the date of the definitive exit report mentioned in paragraph 5 requires an extension of said term. The non interest-bearing security deposit is refunded by means of crediting the amount to the student's personal bank account (or jointly held account with other parties), using the IBAN

code entered by the student in the form provided in the USER Dossier on the www.er-go.it website ("Forms" link).

10. Any Collegio Superiore student who intends withdrawing from the allocated accommodation, as provided for in Article 15 of the Collegio Superiore Regulations, must send a justified request to the management of the Collegio Superiore, with at least 30 days' notice. The Board of the Collegio Superiore will evaluate the request. In the case of a PhD student, as required in Article 22 of the Collegio Superiore Regulations, they must notify the Management of the Collegio Superiore, giving adequate reasons and at least 30 days' notice.

The withdrawal is irrevocable and does not give any right to any kind of compensation.

Chapter VI – DAMAGE AND PENALTIES

Article 19 – Damage and missing items

1. Guests are jointly and severally liable for any damage incurred due to carelessness, improper use or negligence.
2. Guests are also liable for any excessive electricity, water and gas consumption due to improper use and identified during the checks performed when carrying out inspections.
3. Guests are liable for any costs incurred for any extra cleaning, painting or varnishing necessary due to damage they caused, including any marks left by nails or adhesive tape used to hang posters, etc. on the walls.
4. If no individual liability can be attributed, the assignee of the room where the damage occurred shall be held liable. All Residence guests are responsible for any damage, missing items and acts of vandalism to the furnishings, equipment and structures occurring in the common areas, as well as for excessive electricity, water and gas consumption. If it is possible to ascertain the exact date for any damage is caused, the guests present in the Residence at that time will be identified as jointly liable.
5. On completion of the process, the Collegio Superiore, through ER.GO, will charge the guests for the costs incurred to repair any damaged property, for any extra cleaning required in the rooms or common areas, to purchase items to replace any that are missing or irreparable or for any excessive consumption of electricity, water or gas.
 - a) To quantify the costs for the most frequent interventions, ER.GO will apply the price list defined when awarding the contract for the maintenance service. Said price list, which may subsequently amended, is available in the Concierge office.

For other types of intervention, the costs will be equal to those incurred by the Collegio Superiore or ER.GO and are, in any case, determined based on official price lists.
 - b) The charges incurred by the Collegio Superiore and ER.GO are debited to include labour, VAT and a 10% administration charge. The amount charged to individual guests for each intervention will not in any case be less than € 3.00 and the administration charge will not exceed € 30.00.
 - c) A penalty of € 30.00 will be charged should it be necessary to replace the damaged item.

6. The Collegio Superiore, through ER.GO, reserves the right to apply penalties also in cases of damage and/or if extra cleaning is required due to negligence, wilful misconduct and/or vandalism in general, in addition to the cases referred to in paragraph 2, without prejudice to the obligation to pay compensation for damages.

7. The Collegio Superiore, through ER.GO, will seek reimbursement from guests for any amounts charged by waste disposal authorities due to the incorrect or lack of waste sorting by the students in the accommodation, reserving the right to apply a penalty of € 30.00 in the most serious cases.

8. The charges referred to in this Article must be paid within 10 days of the notification of the request.

9. In cases of late or non-payment, a warning will be sent to the guest. If the payment is delayed by more than one month, the Collegio Superiore will apply the sanction pursuant to Article 21.

Article 20 – Charges and penalties

1. If the standard of cleanliness and hygiene in the rooms and common areas is particularly poor, the Collegio Superiore, through ER.GO, reserves the right to carry out extra cleaning, the cost of which, including VAT and a 10% administrative fee, will be charged to the students responsible, jointly and severally, and calculated based on the criteria in Article 19.

2. A penalty of € 30.00 will be applied for each event and for each person in the following cases:

- a) poor hygiene and cleanliness standards in the rooms and in the common areas (kitchens, bathrooms, etc.), including the accumulation of dirty dishes and rubbish;
- b) the presence of objects of any kind on the terraces and windowsills;
- c) throwing water, cigarette butts or any other materials from the windows or terrace;
- d) failure to clean or defrost the refrigerator or leaving perishable food behind during a period of absence from the Residence;
- e) leaving bags of rubbish outside of the appropriate bins or failing to abide by the waste sorting procedures as specified under municipal regulations;
- f) improper consumption of water, electricity and gas, including failing to supervise pans and cookers when in use, and turning on the heating or air conditioning outside of the times and dates permitted;
- g) failure to comply with safety regulations on the use of electrical appliances or electrical equipment in general or using the same without the required authorisation;
- h) tampering with equipment and systems, especially safety equipment and the relative signs, and improper activation of alarms;
- i) use of stoves, ovens, hobs, air conditioners, fridges, freezers, other than those that have been specifically provided and authorised;
- l) keeping any weapons, drugs, explosive materials, gas bottles, flammable furnishings, toxic or radioactive substances on the premises;
- m) leaving any bulky items (bicycles, camp beds, etc.) in the rooms and common areas or obstacles of any kind in the corridors and escape routes;
- n) damage caused through wilful misconduct and/or vandalism;

- o) failure to abide by the prohibition on smoking inside the Residence, without prejudice to the penalties provided by anti-smoking legislation;
- p) unlawful or non-compliant use of IT services with these Regulations;
- q) improper or prolonged use of the communal kitchens to the extent that it compromises their use by other guests;
- r) failure to use bed linen (sheets and pillow cases);
- s) failure to remove personal belongings from the room when absent for more than two months as specified in Article 12, paragraph 2.2;
- t) hosting extraneous persons not included in the cases provided for in Articles 16 and 17;
- u) allowing extraneous persons to use their accommodation or another room that is momentarily empty, albeit only temporarily.

3. In cases of damaged or missing items due to wilful misconduct and/or vandalism, excessive consumption of electricity, water and gas due to improper use, or the improper activation of the alarm systems, a penalty of € 30.00 will be imposed on each guest responsible, jointly and severally, in addition to the costs incurred to rectify the damage or for the excessive consumption, as specified in Article 19.

4. Any behaviour that makes it impossible for the relevant staff to carry out cleaning (such as the accumulation of rubbish, objects left lying around) will be subject to a penalty of € 30.00, in addition to any extra cleaning that may be necessary, in which case the guests responsible will be jointly and severally liable.

Chapter VII – Penalties

Article 21 – Penalties

1. The following sanctions will be applied in the case of any breach of these Regulations, which aim to ensure the civilised cohabitation of guests and ensure the rational and economic control of the Residence:

- a) written warning;
- b) reduction or exclusion of other benefits provided by the Collegio Superiore;
- c) withdrawal of the accommodation in the cases specified under paragraph 2 below.

2. The sanction of withdrawing the accommodation will occur:

- a) on the third written warning;
- b) due to behaviour contrary to the public order, the possession and/or use of weapons, drugs, or hazardous materials;
- c) tampering with the equipment and systems in the Residence and using the equipment and electrical appliances without due care and attention or in any case in a way that could cause a fire;
- d) in cases of seriously inappropriate behaviour towards those working with the Collegio Superiore, the ER.GO Concierge staff or other students.

3. Management will assess the complexity and seriousness of the case. In particularly complex or serious cases, the entire proceedings may be referred to the University Disciplinary Committee (pursuant to Rector's Decree No. 1918 of 09/10/2019, as amended), which shall investigate and be solely responsible. Without prejudice to the right referred to in the preceding sentence, at any stage of the proceedings, the Rector may

handle cases of exceptional gravity and urgency directly, where these could constitute disruption for the University Community. Whenever a case is dealt with at University level in one of the aforementioned cases, the sanctions provided for in the general University regulations will be applicable.

4. In urgent cases, should the cases provided for in letters a) and b) of paragraph 2 occur, the withdrawal of the accommodation shall take immediate effect and the accommodation must be vacated by the date specified in the notice; this is without prejudice to the possibility of reinstatement due to the failure to establish the fact following the proceedings in the paragraphs below.

5. Any action referred to in letters b) and c) of paragraph 1 and in paragraph 3 must be endorsed by a College Council resolution, which will be convened as a matter of urgency. The written reprimand referred to in letter a) of paragraph 1 shall be issued by the Collegio Superiore Management following the outcome of the investigation by the Disciplinary Committee.

6. The examination of the facts shall be carried out by a Disciplinary Committee - appointed by the Collegio Superiore Management and comprising three Advisor Lecturers, plus two alternates, and two College/PhD Students, plus one alternate, generally selected from the representatives - which shall remain in office for one academic year. The Commission engaged in the investigations must complete the procedure regardless of the expiry of the term of office.

7. Management will notify the guest of the start of the assessment procedure by way of a registered letter with return receipt or by any other means appropriate to certifying with certainty that the communication has been received.

8. The guest may submit written counter-arguments to the Disciplinary Committee within 10 days of receiving the statement of charges.

9. If deemed appropriate, the person involved may request to be heard by the Disciplinary Committee within 10 days of receiving the statement of charges, possibly with the assistance of a person in their trust.

10. The Disciplinary Committee will assess the counter-arguments submitted or hear the person involved.

11. The procedure must be concluded within 90 days from the notification of the charge, with notification regarding the outcome and the reasons sent to the person involved by registered letter with return receipt or by any other means appropriate to certifying with certainty that the communication has been received.

Chapter VIII – EX-OFFICIO TRANSFER AND EFFECTIVE DATE

Article 22 – Ex-officio transfer to other accommodation in the Residence

1. The Collegio Superiore will give 7 days' notice to putting into effect an ex-officio transfer to other accommodation in the Residence if there is a need to separate the persons in the same room due to proven incompatibility.

2. In addition to cases of incompatibility, ex-officio transfers may be approved in all cases where said solution is deemed effective in avoiding the repetition of any behaviour that is contrary to these Regulations, without prejudice to the sanctions provided for in Article 21.

3. Furthermore, ex-officio transfers may occur to assign disabled students with appropriately equipped accommodation.

4. In particularly serious cases, the Collegio Superiore may proceed with the ex-officio transfer with immediate effect.

Article 23 – Effective date

1. These Regulations will come into effect the day after they are published in the University's Online Notice Board.