



# Kitchen59

## Kitchen59 House Rules

Hey Student, What's cookin' @ Kitchen59

Kitchen59 is different. It is more than a campus, a hostel, a co-work space, a hotel, a restaurant, or a kick-ass rooftop bar with a swimming pool. It's where all of us can live. An awesome place to be for likeminded students . A place to meet, learn, experience, grow, work, drink, sing and dream. Its weirdness creates moments of fun and excitement!

Kitchen59 is an eco-system of creativity where talented students, passion for life and unforgettable experiences meet. Whatever your style is. We love it! Welcome to our Kitchen.

Now, let's see what's cookin'!

We want to ensure we create a safe and fun environment for you to become successful in your study as well as connecting with new friends and all cool things the community of Sofia has to offer. The amount of your success depends on the level of respect we all have for this beautiful campus environment created especially for you! In order to avoid any misunderstanding on what respect means please find below our house rules. If you have any questions, please do not hesitate to contact your Minister and we will be more than happy to answer them for you!

Our policy: *Act with respect!* Going by these rules will double the amount of fun all of us will have using Kitchen59!

Respect our building

Respect our staff

Respect our guests and communities

Please use this document as our resident if you are in doubt or looking for a quick reference, to point yourself in the right direction. If you do not find the information needed here, do not hesitate to contact your Minister.

Enjoy your stay at Kitchen 59!

## **Kitchen 59 House Rules**

### RECEPTION AVAILABILITY

Our reception is there for you 24/7. They will help with answering all of your basic questions and needs. But what is even cooler is the fact that you have a dedicated Minister of student affairs. (Y)our Minister is here to protect your interest while ensuring we all abide to our Act with Respect policy. Where we try to answer all questions and inquiries immediately please take into account, that occasionally, other matters might have priority.

### GUEST POLICY

We are required to register every guest, who stays at Kitchen59 overnight or as resident. This includes people who are accompanying our primary guests. People who are staying overnight in the hotel must consign their identification document to the reception in order to allow Kitchen59 to register them in its property management system.

Kitchen59 is entitled to charge the primary guest for additional costs related to the use of the services and facilities at Kitchen59, reserved to guests of the hotel, and used by the person who is accompanying them.

### PARTIES AND NOISE

Everyone likes to party. But we ask you to respect the privacy and desire for rest of other guests of Kitchen59 and its neighbors.

Therefore:

SUNDAY to THURSDAY - No noise (Parties or Music) in the common areas, courtyard or garden of the hotel between 23:00 and 7:00

FRIDAY and SATURDAY - No noise (Parties or Music) in the common areas, courtyard or garden of the hotel between 01:00 and 7:00

If you have a planned celebration (ex.: Birthday, graduation, get together, etc.), please inform your Minister through a written request, at least one week prior to the event.

Guests are required to clean up any garbage which they or their accompanying guest(s) leave behind. In case of non-compliance Kitchen59 will charge the cleaning cost to anyone of the identified guests in that party. We have 24/7 security cameras available on site. Complaints from guests, neighbors and staff are registered and documented according to our 'You're in or You're out' procedure. Exceptions for pre-approved parties by the General Manager apply.

### EMERGENCY EXITS

For the safety of all guests at Kitchen59, it is not allowed to store any personal items or belongings near or in the stairways or corridors of the hotel. Emergency routes, corridors and exits must remain clear at all times. Use of emergency exit doors is strictly prohibited in non-emergency situations.

## SMOKING

Smoking in Kitchen59 is prohibited. If you want to have a cigarette, please use the designated areas for this purpose, if you cannot find them, you can always ask a member of our staff to point you to them.

Anyone caught smoking inside Kitchen59 at a non-designated smoking area will receive an official warning and a BGN 300 charge. If guests continue to violate our smoking policy or manipulate and/or obstruct our smoking detector their stay at Kitchen59 will be terminated immediately and their deposit and remaining credits will be forfeited while the payment obligation for the duration of the confirmed reservation will remain without exception.

## FIRE ALARM

Please be careful with the fire alarm system and refer to the instructions provided in your room. Kitchen59 takes no responsibility for the costs of fire alarms set off by illegal burning of candles, illegal smoking, or the manipulation of the smoke detectors by any person. All expenses resulting from a false alarm will be billed to the tenant

## ILLEGAL SUBSTANCES, DRUGS & WEAPONS

Bringing illegal substances, drugs and weapons into the hotel is strictly forbidden and will lead to immediate eviction and termination of lease or hotel agreement. In such case the payment obligation for the duration of the confirmed reservation will remain without exception. Kitchen59 will inform and notify the proper authorities.

## RESPECT TO OTHER GUESTS AND STAFF

Please ensure that you treat with respect all members of staff and your fellow guests and residents. Kitchen59 is a safe and friendly environment, where everybody should be treated with the same level of respect. We have zero tolerance for use of violence or intimidation.

## KEYS

We have provided for you an electronic key on your mobile phone, to enter your room. In case you wish to receive an electronic keycard please notify the reception immediately. The cost for such key is BGN 20 a piece. Any copy to replace a lost key is BGN 20.

## BIKES

We provide a bike sharing facility for all students and guests which, in case of usage, only requires you to register for an insurance. Please check the bike for damage immediately and report such damage within 20 minutes to the hotel reception or your Minister.

## GYM

We have no designated Gym area, but we know a thing or two about staying healthy in a compact and smart way! If you wish to use yoga-mats, a T-Rex, Booty resistance hip bands, pull rope resistance bands or just simply a jumping rope please inform our reception, or your minister and we will be happy to provide them to you for free.

## ROOFTOP AND LOBBY

The lobby and rooftop of Kitchen59 are open 7 days a week from 8:00- 00.00 (01.00 on Friday and Saturday). These areas are available for all guests and residents of Kitchen59 and their accompanying guests. Please keep it clean and use furniture and equipment with respect.

## POOL

Access to a kickass Pool and Pool deck is included in your stay. The pool opens from 06:30 until 00:00(01:00 on Friday and Saturday). Sunbeds can be rented at BGN 30 a day or BGN 20 for ½ a day. Saturday's and Sunday's as well as official bank holidays pool access is granted until 13:00 or after 21:00

## COMMON AREA

The common area is available to all 24/7. Please respect the area, so it remains a pleasant and fun place to be, after you leave. Keep the space clean and inform us of any damages. This area is monitored by CCTV. Occasionally the room is used for events or workshops however this is communicated to you through our Minister in due time.

## SHARED KITCHEN

The professional kitchen is available to all 24/7. Please respect the area, so it remains a pleasant and fun place to be, after you leave. Keep the space clean and inform us of any damages. This area is monitored by CCTV.

## ROOM

Like your mama we ask you to keep your room tidy and neat. That's why she loves us! It is not allowed to apply nails, screws, duct-tape etc. on the walls, floors and ceilings in your room. However, if you have something really important for you, that you need to put on the wall, please position it on the cork board which we have specifically designed for you. It is also not allowed to remove the fixed furniture in the room. If you decide to use candles, incense sticks, additional furnishings, please refer to the fire safety instructions. Please do not display any objects on the windows (Flags, posters, pictures etc.). Any decoration on the windows, has to be removed immediately. Monthly room cleaning and linen change is included in your rate however announced weekly inspections by the Minister and General manager are conducted to ensure the property remains in an excellent condition as well as to ensure we can capture any urgent maintenance need which you might have overlooked. We do offer additional cleanings at a very competitive rate which might be very convenient for you to make use of.

## MAIL AND PACKAGES

Mails and packages that are delivered to the reception, will be sorted and distributed the night after delivery. Please, in order to make our job easier, always indicate your room number, in your address when you register somewhere or when you order something. Mail or packages that have no number in the address will be delayed in delivery, have to be opened without your presence or may end up in the box for unsorted mail. Any illegal substances over mail are part of our illegal substances policy.

Kitchen 59 will keep mail and packages for guests that have left for 3 weeks after receipt of the mail/package. After 3 weeks the mail will be returned to sender, unless specifically stated otherwise by you. So, if you are expecting a mail/package and you are away for more than three weeks, please inform your Minister by email, so we can keep your parcel.

## PETS

Even though we love nature and all animals that we share the planet with pets are not allowed in Kitchen59.

## RESPONSIBILITY

Kitchen59 is not responsible for damage or theft of personal property. This includes any property in the kitchens, stored luggage and delivery packages. However, we know how bad it feels to lose something important, so we will be more than happy to assist you with finding the wrong doer. Kitchen 59 does not accept any form of vandalism of its property.

## CCTV

For your safety and the safety of other guests in Kitchen59 there is CCTV installed in the common areas. Everything is recorded and filed. In case of serious incidents in Kitchen59, we will provide the CCTV images to the proper authorities.

## TECHNICAL ISSUES

Please do not hesitate to report any technical issues you might be experiencing with the utilities in your room, at the reception. We will process technical malfunctions as soon as possible during office hours on weekdays. Urgent issues will be dealt as a priority. For your comfort, and to save you time, you do not need to be present for the repairs to be carried out. Our technical staff will be provided with access to the room. Please, do not try to fix anything on your own. At Kitchen59 we care about your safety and the safety of other guests, this is why, for technical matters we prefer to send a technician and conduct our weekly inspections.

## INTERNET USE

Kitchen59 offers its guests free Wi-Fi. Please restrict yourself from using the Wi-Fi network for illegal activities and the use and installation of private networks and routers. The quality of our Wi-Fi network can be negatively influenced by these private networks and routers and we want our guests to benefit from our Wi-Fi network. We also feature hardwire connections in your rooms to which the same rules and restrictions apply.

## YOU'RE IN – YOU'RE OUT

Where we are clear about our act with respect policy we want to ensure the process and sanctions are transparent.

You may receive up to 3 warnings. It is almost like baseball: 1-2-3 Strikes and you're out. In your tenancy agreement you can refer to the consequences.

