
WHERE I LIVE, I CO-LIVE

Internal rules 2025-2026



Residencia
Universitaria
Sarrià

Operating internal rules for the correct
functioning of the residence hall

PRESENTATION AND OBJECTIVES

Sarrià University Residence (hereinafter, RUS) is a residential complex specially designed to provide students with comfortable accommodation and an appropriate environment for study.

The accommodation includes the right to use a single or shared room (with en-suite bathroom), room cleaning service, dining hall, study and work rooms, computer room, multimedia room, architecture and fine arts room, internet, swimming pool, solarium, gym, and an affiliated sports center.

The purpose of these internal regulations is to establish guidelines for conduct and use of the facilities by residents. It is the resident's responsibility to be familiar with them and to comply with them at all times throughout their stay. The residence's priority is to offer a suitable space for study; therefore, these rules and the necessary disciplinary procedures will be applied to ensure compliance. Residents are of legal age (if not, they must inform the residence and agree on exceptional conditions) and must act as such. Responsibility and proper behavior rest with the residents themselves.

The resident is obliged to inform, during the registration/renewal process, of any change or circumstance, medical or otherwise, that affects their stay, the fact of sharing a room, and that may condition it.



1. ACCESS TO THE RESIDENCE AND ROOMS

1.1. The RUS reception desk is open 24 hours a day, seven days a week.

1.2. Access to the premises and to the residence rooms is provided by means of a coded card that is issued to the resident at the time of formalizing their admission. The access card is personal and non-transferable. In the event of loss or theft of said card, the resident is obliged to notify reception immediately. A replacement card will be issued, and the resident must pay the amount of 3 euros. If the resident forgets the card, the copy issued by reception must be returned immediately after use.

1.3. The resident is obliged to receive their visitors at reception and to register them in the reception visitors' logbook, where the time of entry and exit must be indicated when these occur. In any case, visitors may not enter the residence before 10:00 a.m. and must leave before 11:00 p.m. Visitors may not circulate unaccompanied throughout the residence.

1.4. It is strictly forbidden for visitors to stay overnight in the residence without prior authorization. Responsibility shall lie with the holder or holders of the room. Failure to comply with this rule will result in the immediate expulsion of the person or persons staying irregularly and may also lead to the expulsion of the responsible resident. Overnight stay conditions shall be carried out in accordance with point 2.13.

1.5. Entry to and exit from the residence must always be through the main door; the use of emergency exits, pedestrian access through the parking area, or windows to enter or leave the building is expressly prohibited. In the event of accessing the parking area by vehicle with guests, it is mandatory to register them in accordance with points 1.3 and 1.4.



2. RULES FOR THE USE OF ROOMS

2.1. RUS undertakes to keep the allocated place available to the resident only for the period expressly contracted. In the event of bringing the departure date forward, the resident forfeits all rights to the place and this entails the loss of the deposit and of any payments made. Withdrawal must be communicated in writing before the 15th day of each month. Otherwise, the resident must pay the following month's fee as well as the current month's fee. If it is delivered after departure, the date of delivery of the letter will be taken into account for payment purposes. In the event of extending the departure date, please notify reception as far in advance as possible; this will be subject to availability of places. The residence reserves the right of admission.

2.2. In order to respect the study and rest of other residents, those who listen to music are requested to keep the volume of their equipment low at all times or to use headphones. Loudspeakers or audio amplification equipment are prohibited. In any case, all noise (music, TV, conversations, or gatherings) must cease from 11:00 p.m. until 10:00 a.m. the following day.

2.3. No animals of any kind are allowed on the premises.

2.4. The use of heaters, grills, camping stoves, or any other electrical appliance of any kind from which flames or smoke may derive is not permitted, and any objective liability that may arise from their use shall rest with the resident.

2.5. The manipulation or improper use of safety elements such as fire extinguishers, fire hoses, or emergency doors or stairways is not permitted.

2.6. Smoking, or any similar action (vapes or others), is not permitted in any area of the residence except the reception porch, and during nighttime hours it must be done in silence. Smoking in rooms is grounds for immediate expulsion.

2.7. Changes, movement, or addition of furniture in the rooms are not permitted. Only small carts are allowed in the bathroom under the washbasin. Should particular circumstances arise, they must be consulted with Management.

2.8. Room cleaning will be carried out twice a week. To allow this service, rooms must be available from 8:00 a.m. and sufficiently tidy to make proper cleaning possible. Maintaining order is a basic obligation for coexistence, as well as for the performance of the cleaning department's work. Likewise, there must be no objects or clothing on the beds or the floor that would prevent cleaning without moving personal belongings. When a room has not been vacated before 12:00 noon or does not meet minimum order conditions, it will be understood that the resident waives this service. For hygiene reasons, it is mandatory to allow room cleaning at least once a week. For maintenance and cleaning inspections, entries into rooms without prior notice may be carried out.

2.9. Energy saving is everyone's responsibility; therefore, proper use must be made of the card holders that activate the room's electrical supply, leaving no key in the holder if no one is in the room, keeping the lights off, and, if windows are open, turning off the air conditioning. The residence will take the necessary measures to prevent unnecessary energy consumption.

2.10. Washing clothes in the rooms or hanging them on the façade is not permitted.

2.11. Damage to rooms: the cost of repairing any damage caused in the rooms or in the residence facilities as a result of negligent or accidental use shall be paid by the responsible resident or residents, or by the residents holding the room where the damage occurred.

Likewise, it is the resident's responsibility to immediately report any damage to reception by completing the corresponding form. Any damage or incident resulting from failure to report it will be the resident's responsibility and may be charged to them.

It is not permitted to put up posters or signs, nor any type of adhesive that may damage the walls or room doors. Likewise, walls may not be drilled nor adhesives used to adapt furniture or hang objects. No object may be placed on the beams or windows of the façade. Any repair or damage arising from any of these circumstances will be the resident's responsibility, and the corresponding cost will be invoiced or withheld from the deposit.

Damage in the laundry: likewise, RUS will not be responsible for any damage that may occur to clothing due to improper use of the washing machines, such as errors in selecting the program, color bleeding due to incorrect mixing of garments, or other procedural errors.

Internal laundry service: all the clothing delivered together in one bag will be washed in a single washing machine (1 service). It is the resident's obligation to verify that the clothing can be machine-washed and with the program indicated on the form, and that it does not bleed.

2.12. RUS is not responsible for the theft of personal belongings located either in residents' rooms or anywhere on the premises.

2.13. Courtesy services during the stay.

In response to certain occasional needs of residents or on a regular basis, the residence offers alternatives to services or courtesies that should not be understood as services or rights per se. No modifications or customizations beyond those provided for will be accepted.

These include:

Storing lunches and dinners outside meal times.

The picnic service.

Occasional provision of additional towels (apart from the two weekly changes included).

Provision of one towel at check-in for use at the two gyms and a refillable bottle.

Temporary luggage storage, receipt and notification of mail and parcels.

Temporary use of a safe at no charge.

Overnight guests.

In the event of renewing the room application, grouping with companions or the type of room assigned.

Specifications for overnight guests.

The residence, taking into account that residents are away from home for long periods, allows occasional visits from friends and siblings, as a courtesy. This may not respond to use of the residence for any purpose other than visiting the resident, nor may it be repetitive. Resident guests who stay overnight at the special current rate will do so only in places ceded by their roommate (a maximum of one guest), and always with the coordinator's authorization, the roommate's signed authorization, and prior reservation at reception (24 hours in advance, and for weekends by Friday at the latest). Registration of entry at reception is mandatory.

Receipt of mail and parcels.

The residence has a public space for mail storage, and residents are responsible for checking it periodically. Parcels will be kept at reception for a reasonable period of time without accepting any responsibility for them.

2.14. Contracting a "resident" place entitles the resident to use only the room assigned to them by the residence.

2.15. In the case of occupying a place in a shared room, the resident has the right to occupy only their place, not the entire room.

2.16. If the resident delays occupying the room or is temporarily absent for any reason, this does not exempt them from the obligation to pay the current fees, except if such absence is due to duly justified force majeure, if the residence so understands, and if it has been informed in writing with a minimum of 3 months' notice. If a temporary absence is not communicated, the resident authorizes the residence to remove their personal belongings and possessions from the room and to offer it to another client.

2.17. In the specific case of a declaration of a state of alarm throughout the national territory or within the territorial scope of the municipality of Barcelona as a result of an epidemic and/or pandemic situation, and unless a regulatory provision or order from the competent authority requires the closure or temporary cessation of activity, RUS will make every effort to remain open and continue offering its services to Residents. The operating modality (in-person, hybrid, online, or others) of educational centers shall not entail any modification of the conditions of stay at the residence.

2.18. The Resident may not demand termination, suspension, and/or any other modification of the conditions, nor any other reduction of the fees, other than that indicated in the previous paragraph.

2.19. RUS is exempt from any liability arising from measures adopted by the competent authority that fall outside its sphere of control.

2.20. This section constitutes a specific rule for cases of force majeure derived from epidemics or pandemics that involve the declaration of a state of alarm (such as that caused by COVID-19).

2.21. Once the contracted stay period has ended, the resident must vacate their room before 12:00 noon on the day of departure and remove all their belongings. Management will dispose of any abandoned objects, considering that the resident waives their ownership.



3. RULES FOR THE USE OF COMMON FACILITIES

3.1. As previously stated, RUS offers residents a number of common facilities such as study rooms, work rooms, computer rooms, multimedia rooms, fine arts room, swimming pool, etc., whose preservation depends on the use made of them by residents. For this reason, it is the obligation of every resident to make responsible use of said facilities and not to carry out acts that may cause damage or deterioration to them, the repair of which shall, in any case, be the responsibility of the resident.

3.2. Common facilities may only be used by residents within the hours established by RUS Management. Guests may not use under any circumstances: the common study rooms, the swimming pool, RUSGYM, Can Caralleu, the music room, or rooms and services specific to residents.

3.3. Within common areas, smoking is only permitted in the outdoor area of the porch of building 2 (see point 2.6).

3.4. The consumption or possession of alcoholic beverages is not permitted in the Residence, except in the restaurant or at special celebrations indicated by the residence, where low-alcohol beverages are permitted under the appropriate conditions and consumption.

3.5. Use of sports areas. The residence has two sports areas: RUSGYM and Can Caralleu. The residence gym, RUSGYM, has its own safety and usage regulations, which residents must read, sign, and comply with. Access to the Can Caralleu sports center will be via passes issued at the residence reception. These are individual and non-transferable, and allow use of the center's facilities for a period not exceeding two hours. In both spaces it is mandatory to bring a towel. Any accident or injury in these spaces or arising from their use shall be the responsibility of the resident.

3.6. Work materials (notes, books, and other objects) must be removed from the study rooms when work there is finished. At the end of each day, any objects found will be temporarily removed by residence staff to boxes or to reception, and after the 1st of each month they will be discarded. The fine arts room will be periodically tidied, and abandoned objects may be discarded.

3.7. There is a storage room where residents may leave their belongings during the academic year or during holidays if they have renewed. Storage space is limited, so use of this service will only be provided to residents while they retain that status, and once it is full residents must take charge of their belongings. The residence will not provide this service to former residents and assumes no responsibility for any deposited items.

Packages or suitcases left in storage must be properly labeled by the resident. The label must include: name, telephone number, and expected collection date. Items must be properly packaged, and plastic bags will not be accepted. When items remain in storage for a period exceeding by 2 months the collection date shown on the label, the residence will dispose of the package in question, declining all responsibility. The residence assumes no responsibility whatsoever for items deposited in this room, even if a record of deposited items is kept. Only one large suitcase or two boxes of 100x70x50 or equivalent volume per resident may be stored during the academic year, and likewise in summer in the event of renewing a place. Furniture may not be left, nor may items belonging to third parties be stored. To store special items, Management must be consulted.

3.8. Parking users shall be responsible for any damage they may cause to the parking facilities or to other vehicles. The person responsible for such damage is obliged to report it to reception. RUS is not responsible for damage caused by third parties to vehicles parked in its parking facilities. The maximum speed is 20 km/h.

3.9. Residence Management will regroup those residents who, having contracted a place in a shared room, occupy a double room alone, either because the roommate has not joined or because they have vacated their place. These residents are obliged to be relocated according to Management's instructions, changing rooms if necessary.



4. MEALS AND RESTAURANT SERVICE

4.1. The dining service operates on a self-service basis. It is not permitted to remove crockery, glassware, or cutlery from the dining room. Food displayed on the buffet is to be consumed in the dining room, and taking food outside this area is not permitted. As a general rule, all meals must be taken in the dining room (including those not provided by the residence). The lounge or any other RUS facility may not be used for this purpose. In the case of visitors who bring their own food, reception must be consulted regarding the designated place where it may be consumed.

4.2. Full board includes breakfast, lunch, and dinner seven days a week, except during the Christmas holiday period, when dinners will not be served on December 24 and 31, and only breakfasts will be served on December 25 and 26 and January 1. These services will always be provided in the residence restaurant. Exceptionally, and in particular cases in which the resident has a Monday-to-Friday academic schedule that does not allow them to eat at the residence, they may request a special picnic service; however, this service is not equivalent to the residence service and does not allow food selection.

4.3. Any residents who must follow diets, whether due to allergies or for health reasons indicated by a doctor, or special dietary regimes, must inform the residence during the admissions process, or reception if this arises during the academic year. This must be justified with the corresponding documentation. The residence will consider and do its best to help residents follow diets and take food allergies and particular dietary requests into account, but it cannot guarantee, commit to, or assume responsibility for any problems that may arise from these requests.

4.4. The dining room is for the exclusive use of residents and persons authorized by RUS. If access is desired with an accompanying person, a ticket must first be purchased at reception and handed to the dining room staff before eating.



5. PAYMENT TERMS AND OBLIGATIONS

5.1. The resident is obliged to pay the current fees established by RUS, which are public and available on the website or can be requested at reception. The applicable VAT will be added to the fees and services. Failure to pay two monthly installments will result in the immediate expulsion of the resident. In the case of services with a monthly fee, it will not be possible to split the payment. Services such as accommodation and parking will always be billed by calendar months or under a daily rate.

5.2. In addition to the general fees indicated, the resident is obliged to pay all extra expenses for services (photocopies, parking, washing machines, etc.). These will be billed by RUS together with the current general fees for the type of accommodation contracted. Non-payment of extra expenses has the same effect as non-payment of the general fees.

5.3. RUS undertakes to keep the allocated place available to the resident only for the period expressly contracted. In the event of bringing the departure date forward, the resident forfeits all rights to the place and this entails the loss of the deposit and of any payments made. Withdrawal must be communicated in writing before the 15th day of each month. Otherwise, the resident must pay the following month's fee as well as the current month's fee. If it is delivered after departure, the date of delivery of the letter will be taken into account for payment purposes. In the event of extending the departure date, please notify reception as far in advance as possible; this will be subject to availability of places. The residence reserves the right of admission.

5.4. Contracting a "resident" place entitles the resident to use only the room assigned to them by the residence.

5.5. In the case of occupying a place in a shared room, the resident has the right to occupy only their place, not the entire room.

5.6. If the resident delays occupying the room or is temporarily absent for any reason, this does not exempt them from the obligation to pay the current fees, except if such absence is due to duly justified force majeure, if the residence so understands, and if it has been informed in writing with a minimum of 3 months' notice. If a temporary absence is not communicated, the resident authorizes the residence to remove their personal belongings and possessions from the room and to offer it to another client.

5.7. In the specific case of a declaration of a state of alarm throughout the national territory or within the territorial scope of the municipality of Barcelona as a result of an epidemic and/or pandemic situation, and unless a regulatory provision or order from the competent authority requires the closure or temporary cessation of activity, RUS will make every effort to remain open and continue offering its services to Residents. The operating modality (in-person, hybrid, online, or others) of educational centers shall not entail any modification of the conditions of stay at the residence.

5.8.

5.9. The Resident may not demand termination, suspension and/or any other modification of the conditions, nor any other reduction of the fees, other than that indicated in the previous paragraph.

5.10.

5.11. RUS is exempt from any liability arising from measures adopted by the competent authority that fall outside its sphere of control.

5.12.

5.13. This section constitutes a specific rule for cases of force majeure derived from epidemics or pandemics that involve the declaration of a state of alarm (such as that caused by COVID-19), and section 6.4 shall not apply.

5.14. Once the contracted stay period has ended, the resident must vacate their room before 12:00 noon on the day of departure and remove all their belongings. Management will dispose of any abandoned objects, considering that the resident waives their ownership.

5.15. There is a storage room where residents may leave their belongings during the academic year or during holidays. Storage space is limited, so use of this service will only be provided to residents while they retain that status. The residence will not provide this service to former residents and assumes no responsibility for any deposited items (see point 3.7.).

5.16. Once the resident has vacated the room, the condition of the room will be checked to verify that no damage attributable to the resident has occurred, in accordance with the provisions of the previous clause 5.14. If everything is in order, the deposit paid upon formalizing registration will be returned to the resident.



6. GENERAL RULES OF STAY AND RENEWALS

6.1. Renewal of the place will be subject to the resident's appropriate behavior during their stay, and aspects such as care of the rooms and facilities, responsibility in energy consumption, civic behavior both within the residence with fellow residents and staff and in the surrounding neighborhood, as well as academic performance, will also be taken into account. Submission of the first semester grades together with the renewal form is essential.

6.2. Renewal of the place implies reservation of any available place in the residence. The residence will offer renewal to current students during a specific period of the year. If they do so within that period, assignment will follow certain ordering parameters based on the deposit date, under criteria considered priorities for residents, but at RUS's discretion. Once this period has ended, students may still renew, but the residence will not maintain that priority order and they will lose their assignment order; other priorities may be applied, again at RUS's discretion. In any case, assignments may be changed due to any circumstances, and no claims regarding assignment will be accepted.

6.3. The resident is obliged to inform reception that they have vacated the room, so that the condition of the room can be checked and it can be verified that no damage attributable to the resident has occurred, in accordance with the provisions of clause 2.11 on damage. In this case, if everything is in order, the deposit paid upon formalizing registration will be returned to the resident. Bearing this in mind, in the event of any dispute over responsibility between roommates, the residence will divide the charge. Ending the stay without returning the key and without the corresponding notice to reception of departure may result in delays in the return of deposits on the committed dates.

6.4. Illnesses and coexistence criteria. Physical illnesses incompatible with coexistence, such as very loud snoring, insomnia, or others of this nature, mental illnesses, or conditions that seriously affect coexistence may be grounds for non-renewal or expulsion if they were not informed in bad faith during the interview or admissions process. In the case of contagious illnesses, temporary isolation or relocation may be required. In extreme cases, termination of the contract will be considered. Residents are responsible for any problems arising in cases of negligence in the event of a contagion issue.



7. BREACH OF OBLIGATIONS

7.1. The resident is obliged, in general terms, to comply with all the obligations set out in these internal operating regulations and any others established by the Management of RUS at any given time. In the event of non-compliance with said obligations, the Management of the Center may sanction or expel the resident depending on the seriousness of the breaches. If the resident seriously or repeatedly breaches these rules, Management may deprive them of certain services or ultimately expel them from the residence.

7.2. Serious breaches are considered to be the commission of the conduct set out below. These may lead to immediate expulsion without the need for any prior notice from the Management of RUS:

- a. The practice of any type of hazing of RUS residents, in any context.
- b. Possession or consumption of drugs within the RUS premises.
- c. Smoking in the room or in any other space other than the porch of building 2.
- d. Theft or damage to the property of other residents or to RUS property.
- e. Intentional damage to RUS premises or equipment.
- f. Insults or lack of respect towards other residents or RUS staff.
- g. Repeated minor offenses, as well as failure to observe the instructions and decisions ordered by Management.
- h. Participating in or organizing any type of party or large gathering (a large gathering is considered to be six or more people in a room or space that does not correspond to its natural use).
- i. Uncivil behavior, as well as attitudes that are clearly contrary to RUS's intention to maintain an environment that fosters coexistence and study. This behavior will be required both within the residence and in its surrounding area (the Can Caralleu neighborhood) and adjacent spaces, such as the Can Caralleu sports center.
- j. The intranet, networks, or RUS groups are considered another common space of RUS; therefore, compliance with the code of conduct is mandatory. Any inappropriate or disrespectful comment towards the residence or other residents on social media or the internet by a resident may be considered inappropriate and sanctioned.
- k. The residence will follow governmental guidelines and those it deems appropriate to ensure maximum safety for clients and workers. All residents, upon registration, undertake to comply with self-protection guidelines, safety measures towards others, or any necessary measures required by the residence or the authorities. These measures are public and are updated periodically.
- l. Making use of a service without having previously requested it or paid for it as required—such as having a guest in the restaurant without paying, using the bus service to Sant Cugat without being registered, staying overnight without being registered, or parking irregularly in any of the parking areas, lending a Can Caralleu gym pass or allowing access to RUSGYM—is also considered a serious offense, and the corresponding penalty, independently of any disciplinary action, is payment of double the current fee.

7.3. In the event of expulsion, the resident must leave the RUS facilities within 24 hours or immediately, depending on the circumstances, from the moment such situation is communicated by the Management of RUS. The resident will forfeit the deposit paid and any other amount advanced for any reason.

8. OTHER ASPECTS

8.1. There are safety deposit boxes available for rent to residents. In the event that a resident loses the key to the box they have rented, they will be charged 120 euros to cover repair costs. The center is not responsible for the possible disappearance of valuable items not deposited in the safety deposit boxes, and we recommend not keeping valuables in the rooms. For occasional situations in which the resident temporarily has valuables or cash, the residence offers safety deposit boxes at reception free of charge for three nights, although it assumes no responsibility for the deposited items in any case.

8.2. RUS is not an educational center and therefore does not have any type of school insurance. If a resident requires medical assistance or emergency services, RUS will resort to municipal medical or emergency services or those of the Social Security system, unless the resident has such services contracted through a mutual society or an insurance company, or requires the services of a private physician. In that case, the resident must have previously communicated to the RUS administration the necessary details to obtain such services (doctor's name, mutual society or insurer, contact telephone numbers, policy or insured numbers, etc.). In any case, the costs of medical assistance or emergency services incurred shall be borne entirely by the resident, with full indemnity for RUS.

8.3. Management reserves the right to modify these regulations, as well as to proceed with the expulsion of residents who do not comply with them and whose behavior prevents the proper functioning of the center.

8.4. The status of resident of Sarrià University Residence implies acceptance of the rules described herein, a willingness to coexist with one's roommate and with the residence community, as well as a willingness to adapt one's habits to the practices of the center.

8.5. Code of conduct on social media and communication channels:

The residence considers virtual spaces and social media to be important spaces for coexistence and community life. Therefore, compliance with the same codes of conduct and courtesy as in the residence is required. Likewise, the utmost respect for institutions, individuals, students, or workers and their rights to integrity, privacy, and image is required.

The residence understands the use and dissemination of personal images and videos of residents recorded in the physical space of the residence or at activities proposed by it, provided that their purpose is and remains within the personal sphere and does not infringe the rights of those appearing in them and that they are authorized. Even if authorized, no video may be harmful or a source of potential damage to the image of those who participate or appear.

Any activity outside this personal scope is prohibited, and any special activity must always be consulted with and authorized by the residence Management.

The reasons for considering all these aspects are:

- a. Understanding the residence as a common space of coexistence and maximum respect.
- b. The presence of minors in the residence.
- c. The right to intimacy and privacy of the residence community.
- d. The necessary privacy of the social life of the residence and of residents; therefore, comments or references to members of the residence community are not permitted.
- e. The fact that the double room is a shared space.
- f. That dissemination is focused on unauthorized monetization or commercial use.
- g. That some present or future harm may be created.
- h. Responsibility for dissemination and re-dissemination.

DEFINITIONS

- **Personal sphere:** the limited circle of dissemination made up of friends, family members, or acquaintances personally known by the sender. This sphere is defined by:
A limited and justified number of contacts, according to the objective reality of each individual.
By the appropriate form and content and by whom it is explicitly or implicitly addressed; the following shall be considered determining factors: layout, number and frequency of videos, texts and dialogues, recipients, and purpose. The following are in no case considered part of the personal sphere: unboxing, game commentary, gaming, product promotion, sponsorships, personal promotion, courses, training, coaching, advice videos, etc.
- **Monetization or commercial use:** any transformation of the material into money, gifts, compensation, or discounts.
- **Responsibility for dissemination:** all content disseminated may be re-disseminated; therefore, maximum responsibility, respect, and courtesy are required when sharing it.
The residence organizes several special events, start-of-year dinners, end-of-year dinners, or special activities, during which general images or close-ups of residents are taken.
These will not be commercialized to third parties and will simply be used for the social or commercial use of the residence. If a resident does not agree, they should not take part in these events; an alternative will always be available.