
RULES CX HOTEL & HOSTEL

Hotel Accomodation Facilities – All locations

1. Purpose and scope

These Rules are intended to ensure all Guests a consistent, orderly and pleasant stay at CX Hotel & Hostel accommodation facilities (hereinafter the "Property").

These Rules are contractual in nature: a request for accommodation and its acceptance by CX imply full acceptance of these Rules.

These Rules apply to all Guests staying at CX Hotel & Hostel properties and supplement, without replacing, the specific rules applicable to student residences, where relevant.

For organized groups, these Rules form an integral part of the conditions of stay and apply together with any contractual agreements entered into between the parties. Where specific contractual provisions have been agreed, such provisions shall prevail solely with respect to the matters expressly governed by them.

These Rules are available at the Reception of each Property and published on www.campusx.it. Management reserves the right to amend them by giving notice through display at Reception and publication on the website.

2. Check-in e Check-out

2.1 Times

- Check-in: from 3:00 p.m. on the day of arrival
- Check-out: by 11:00 a.m. on the day of departure
- Late check-out (until 1:00 p.m.): upon request and subject in all cases to availability, an additional charge may apply
- Early check-in: upon request and subject to availability at the Property

For organised groups, Management may agree different check-in arrangements and timings to ensure efficient management of arrivals.

RESTUDENT

For arrivals outside the standard check-in hours, please contact Reception in advance. Some Properties offer self-check-in: instructions will be provided by e-mail before arrival.

If the check-out time is exceeded without prior authorisation, Management reserves the right to apply any applicable additional charges.

2.2 Identification and registration

At check-in, all Guests (including any accompanying persons) are required to present a valid identity document (identity card, passport or residence permit). Guest details are transmitted to the Public Security Authority through the Alloggiati Web system, as required by applicable Italian law.

Personal data are processed in accordance with Regulation (EU) 2016/679 (GDPR). Privacy notice is available at Reception and on the Property website.

2.3 Keys and access

Each Guest is provided with one personal key/card to access the room. Additional keys/cards may be provided upon request. All keys/cards issued are personal, may not be transferred to third parties and must be returned at check-out. The loss of one or more keys/cards must be reported immediately to Reception; any replacement costs shall be borne by the Guest.

3. Rooms and Common Areas

3.1 Use of the room

Each room may be occupied only by the number of Guests specified in the booking and authorized by the Property. The names of all occupants must be provided to and registered with Reception. Guests are requested to promptly report to Reception any damage, malfunction or irregularity found upon arrival to avoid incorrect charges.

3.2 Housekeeping

Rooms are cleaned daily between 8:00 a.m. and 3:00 p.m. Guests are kindly requested to make the room available during this time. Bed linen is changed every 3 days. Help us protect

RESTUDENT

the environment: if you wish to reuse your towel, hang it up; if you would like it replaced, leave it on the floor.

Guests who prefer not to receive housekeeping service during their stay may display the "Do Not Disturb" sign. The Property is not responsible for the room not being cleaned in such circumstances.

3.3 Staff access

In addition to normal access for housekeeping and quality control of the services provided to Guests, Property staff may enter an occupied room for maintenance or other urgent reasons, giving prior notice to the Guest where possible, except in emergency situations.

3.4 Common areas

Common areas (lobbies, corridors, co-working spaces, gym, relaxation areas, etc.) are available to all Guests, subject to any restrictions regarding access times and the maximum number of people permitted in the spaces at the same time. Guests are required to use the spaces and equipment respectfully. Any activity that may disturb or cause damage to other Guests or staff is prohibited.

4. Conduct and Coexistence

4.1 Quiet Hours and respect

- Quiet hours apply throughout the Property from 10:00 p.m. to 8:00 a.m.
- Guests are requested to behave quietly and respectfully in corridors and transit areas.
- For organized groups, the group contact indicated at the time of booking is requested to cooperate with Property Management to ensure that all participants comply with these Rules.

4.2 External visitors

Guests may receive visitors in the common areas of the Property. Unregistered visitors may not access guest rooms or stay overnight at the Property. All external visitors must be reported to Reception either in advance or upon their arrival at the Property.

4.3 Minors

Parents or legal guardians are jointly responsible for the conduct of minors in their care while on the Property and are required to supervise them to ensure compliance with these Rules.

RESTUDENT

4.4 General prohibitions

- Smoking is strictly prohibited (including electronic cigarettes and heated tobacco devices) in all indoor areas of the Property (corridors, rooms and common areas);
- Designated smoking areas, where available, are identified by signage;
- The introduction or consumption of narcotics or illegal substances is prohibited;
- The introduction of weapons, blunt objects or dangerous items is prohibited;
- Damaging furniture, equipment or any part of the Property is prohibited;
- Bringing into and/or consuming in the Property's food and beverage areas food or drinks obtained outside the Property is prohibited, unless authorized by Management;
- Photographing or recording other Guests or staff without their explicit consent is prohibited;
- Tampering with or covering smoke detectors in guest rooms is prohibited;
- The following are prohibited: moving furniture between rooms; using hot plates or cooking appliances; using unauthorized high-power electrical appliances; hanging laundry outside windows; throwing objects into the toilet; obstructing drains; and using the room for commercial or professional activities.

5. Pets

Pets are welcome at our hotel, provided that notice is given at the time of booking and at any event before arrival. At check-in, the Guest is required to read and sign the Property's Pet Policy Agreement, which sets out the specific conditions applicable to stays with pets. A cleaning surcharge applies.

Management reserves the right to assess and authorize the presence of pets based on the species, size, number and characteristics of the animal, and may, at its discretion, exclude certain categories where they may pose a risk to the safety, hygiene, well-being and/or peace and comfort of Guests and staff.

Where provided, a mat and a bowl will be made available in the room.

In common areas, pets must always be kept under the direct control of their owner. Dogs must be kept on a leash and, where required by applicable law, wear a muzzle. Other animals must be transported or kept in a manner appropriate to their species. Owners are responsible for ensuring that their pets behave appropriately and do not disturb other Guests or staff.

RESTUDENT

Pets are not permitted in the swimming pool area at CX Milano Novate or in any other areas expressly designated by Management.

Whenever a pet is present in the room, the Guest must always display the "Do Not Disturb" sign outside the door. Housekeeping staff will not enter the room when the "Do Not Disturb" sign is displayed and/or a pet is present in the room; consequently, housekeeping service will not be provided.

Bed linen and bathroom linen may not be used for the care, cleaning or resting of pets.

Pets must be up to date with vaccinations and comply with any applicable health requirements.

The owner is responsible for the behavior of their pet and for any damage caused to people, property, premises or equipment. The owner shall therefore bear the costs of any extraordinary cleaning, repair or replacement of items stained or damaged by the pet.

6. Parking

Where available, parking information is provided at Reception, and the service may be subject to a charge. The Property is not liable for damage, theft or vandalism affecting vehicles parked within the Property's premises.

Vehicles must not exceed a speed of 10 km/h within the Property premises.

7. Luggage storage

Where available, the Property offers Guests an unattended luggage storage service before check-in and after check-out, during Reception opening hours.

The service is reserved exclusively for Guests and may be used on the day of arrival and the day of departure. Requests to store luggage before or after the stay are subject to prior authorization by Management and may incur an additional charge. For organized groups, luggage drop-off and collection arrangements, times and schedules may be agreed in advance with the Property according to operational requirements.

Upon deposit, each item of luggage is identified with a dedicated tag, and the Guest is issued a receipt, which must be presented upon collection. The Property may not release luggage without the receipt, unless the Guest's identity and ownership of the luggage have been verified.

RESTUDENT

Unless otherwise indicated by the Property, the service is free of charge for individual Guests. For particularly bulky deposits, requests involving specific operational requirements or organized groups, Management reserves the right to apply an additional charge, which will be communicated in advance.

The Property also reserves the right to limit or refuse the luggage storage service if the available space is full, the luggage is not suitable for the location in which it would be stored, or for safety reasons.

Guests are advised not to leave cash, identity documents, travel documents, electronic devices, jewellery, medicines, valuables or perishable goods inside stored luggage. The Property shall not be held liable for the loss, misplacement or damage of such items when left inside stored luggage.

Luggage must be collected by the time agreed with Reception. Any costs arising from extended storage, transfer, shipment or other activities made necessary by failure to collect the luggage may be charged to the Guest.

8. Safety and emergency procedures

Emergency exits, evacuation plans and fire-safety equipment are indicated in common areas and in guest rooms. Each Guest is required to familiarize themselves with them at check-in.

In the event of an emergency (fire, evacuation, etc.), Guests must follow staff instructions and the procedures displayed in the corridors. Tampering with, obstructing or improperly using safety equipment (fire extinguishers, fire hoses, alarms) is prohibited.

For emergencies during the night, please contact the staff at Reception.

9. Liability and damage

Guests are advised to take particular care of their personal belongings and valuables. Where available, use of the in-room safe is recommended. The Property shall not be held liable for the loss, misplacement or damage of personal belongings left unattended by Guests.

RESTUDENT

Any damage caused by a Guest to rooms, furniture, equipment or common areas will be charged to the person responsible. The amount charged will be determined by Management based on the cost of repairing or replacing the damaged item.

Room linen and equipment are for use within the Property only and may not be removed. Any missing items will be charged to the Guest.

10. lost and found

Any items found within the Property will be held for the Guest, who will be informed of the finding. The Guest may request their return by contacting the Property directly. Any shipping costs shall be borne by the requested party. Items will be retained for a maximum period of six months from the date they are found. After this period, if no request for return or collection has been made, the Property may dispose of them in accordance with its internal procedures and applicable law.

11. Payments and charges

Payment for the stay is governed by the booking conditions accepted at the time of confirmation. The Property may request pre-authorization on a credit card as security for any extras or damage.

The Guest is required to pay the municipal tourist tax, where applicable, in the amount and according to the procedures established by applicable law and the regulations of the relevant municipality. The tax is not included in the accommodation rate unless otherwise stated.

For organized groups, payment and invoicing arrangements are governed by the contract or accepted commercial offer.

Only electronic payments are accepted.

12. Non-compliance with the rules

Failure to comply with these Rules and with Management instructions may result in:

- Immediate removal from the Property without reimbursement of the amount relating to the remaining stay.

RESTUDENT

- Reporting the matter to the competent Public Authorities where the conduct may constitute a criminal or administrative offence.
- Reporting the matter to the main national and international tourism organizations.
- Refusal of future bookings at any CX Property.
- Charging the Guest for any costs incurred by the Property as a result of a breach of these Rules, including, by way of example and without limitation, extraordinary cleaning costs, repair or replacement of damaged items, technical interventions, restoration of premises or other expenses directly attributable to the Guest's conduct.

13. Rules of Conduct in the event of an emergency

RULES OF CONDUCT IN THE EVENT OF AN EMERGENCY

Reporting an Emergency

Anyone who becomes aware of an emergency or dangerous situation (fire, smoke, smell of burning, illness, or other event) must remain calm and act as follows:

- immediately contact the reception desk (which is always staffed) and provide the following information:
 1. nature of the incident;
 2. location of the incident;
 3. rooms affected;
 4. whether there are any injured persons;
 5. their personal details;
- the facility is equipped with automatic fire detection and alarm systems; therefore, the manual alarm button must be activated only in the presence of a real and imminent danger (e.g., smoke or flames), if the automatic system has not already been triggered, referring to the floor plans on display;
- follow the instructions of emergency management staff, avoiding autonomous and uncoordinated initiatives.

Conduct in Case of Alarm Signal (Pre-alarm)

In case of activation of the pre-alarm signal:

- remain calm;
- stay in your Accommodation or in the area where you are, provided it is safe (no smoke or immediate danger);
- remain alert and wait for any further communications or instructions from staff.

Conduct in Case of Evacuation Signal

In case of activation of the Residence evacuation signal, Customers must:

- immediately leave their Accommodation or the place where they are in an orderly manner, without running, shouting, or causing panic;

RESTUDENT

- avoid going to their room or other premises if they are in different areas of the building; follow the instructions of staff present in the area;
- suspend unnecessary telephone communications in order not to obstruct service communications;
- use only the safety stairs and escape routes indicated in the floor plans;
- not use elevators;
- not go back to retrieve personal belongings;
- help, if possible and without exposing themselves to risk, any persons in difficulty;
- not remain in the immediate vicinity of exits, but move away from the building and reach the designated assembly point;
- remain at the assembly point until further instructions;
- re-enter the building only when expressly authorized.

General Instructions

Activation of external emergency services (single emergency number 112) is normally handled by appointed staff in order to ensure correct and coordinated communication. In case of serious and immediate danger, anyone may nevertheless request emergency assistance.

Fire protection devices (fire extinguishers, hydrants) must be used by emergency management staff (trained fire officers), and in any case exclusively in safe conditions, without exposing themselves to risk.

Preventive Conduct and Responsibility

In order to avoid improper activation of alarm systems and ensure the safety of all occupants, correct conduct inside the Accommodations and common areas is mandatory.

In particular, it is prohibited to:

- smoke inside the Accommodations and in unauthorized areas;
- leave cookers or appliances unattended while preparing food;
- generate excessive smoke or vapors (e.g., uncontrolled cooking) that may activate detectors;
- improperly use sprays, vaporizers, or substances that may interfere with fire detection systems;
- tamper with, cover, or alter smoke detectors and safety devices in any way.
- If, following improper conduct (e.g., uncontrolled cooking or improper use of appliances), a smoke detector is activated inside the Accommodation, it is necessary to:
- immediately make the situation safe (switch off cookers/appliances);
- ventilate the room by opening windows and, where possible, the door, to help disperse smoke;

RESTUDENT

- remain available and ready to respond promptly to any calls from reception or monitoring staff;
- allow access and cooperate with emergency management staff for the necessary checks.

Non-compliant conduct may cause real danger, compromise emergency management, and result in the application of the sanctions provided for in the Regulations. Tampering with, altering, or disabling safety and fire prevention systems may also constitute a criminal offence pursuant to Article 437 of the Italian Criminal Code and, in cases of negligent conduct, Article 451 of the Italian Criminal Code

14. Contacts and complaints

For any needs, reports or complaints, Guests may contact the Property Reception at any time. CX staff are fully available to help make the stay as pleasant as possible.

Formal complaints may be submitted in writing to Property Management or through the official CX channels indicated on www.campusx.it.