



# **HALL OF RESIDENCE GALILEO GALILEI**

## *CHARTER OF SERVICES*

via Filippo Corridoni, 22  
20122 - Milano

# SERVICES



## RECEPTION

The service is available 24 hours a day, 7 days a week; to contact the reception desk, dial **02 55016834**.

You can contact the Reception:

- To receive information on the services offered by the hall of residence;
- To collect mail/packages for guests of the hall of residence;
- To receive external visitors, whose names must be entered in the visitors' register;
- To receive support for reporting faults or requiring maintenance via the University trouble ticketing system;
- To promptly report situations of risk, whether of a hygienic or sanitary nature or related to light, water and gas installations;
- To take or return the keys of areas or materials of the hall of residence to their authorised custodian;
- To report any absence longer than 48 hours by completing the appropriate register.

The Residence Manager of the hall of residence, Massimiliano De Nisi, coordinates with the reference persons of all the activities carried out in the hall of residence and ensures that guests comply with the Politecnico di Milano University Halls of Residence Regulations; he is available to guests from Monday to Friday (excluding holidays), 09:00-17:00.

To meet him, it is recommended to contact him in advance by e-mail at: [massimiliano.denisi@gsmelmet.com](mailto:massimiliano.denisi@gsmelmet.com).



## LINEN SUPPLY

Linen is provided by the hall of residence: you cannot use your personal linen. Two linen kits will be provided, each including:

| bed kit          | bathroom kit   |
|------------------|----------------|
| 2 bedsheets      | 1 face towel   |
| 1 pillowcase     | 1 shower towel |
| 1 mattress cover |                |
| 1 bedspread      |                |

The linen is replaced when the room is cleaned (fortnightly), with the exception of the mattress cover, which is replaced every two months.

### Methods of service delivery:

To facilitate delivery of the service, guests are kindly required to:

- consult the room cleaning and linen change schedule displayed in the indicated places;
- on the day scheduled for the cleaning of their room, leave all dirty kits to be collected on the room floor (the kits must be complete, otherwise they cannot be replaced).



## PRINTER

Two multifunctional printers are available in the printing room near the reception, for free use; A4 or A3 format paper must be provided by the user.



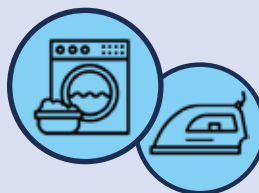
Mezzanine floor - Entrance



## ACCOMODATION CLEANING

Each accommodation is thoroughly cleaned every 15 days. Cleaning is carried out from Mondays to Fridays, excluding Holidays.

The bedroom and bathroom will only be cleaned if clear from personal items. It is forbidden to bring personal furniture and chairs.



## LAUNDRY

In the laundry room, which is always open, there are washing machines and tumble driers (max. load: 9 kg).

Use of washing machines and tumble driers requires payment through tokens that you can buy. The cost of each washing cycle is 2,20€. The premises are equipped with ironing boards.

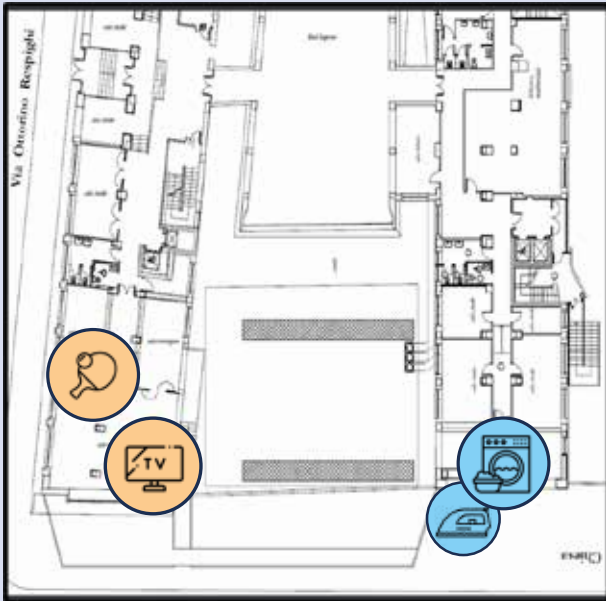


## WI-FI INTERNET

Access to the hall of residence's Wi-Fi network is free of charge for Politecnico di Milano students. The aforementioned will be able to access the Internet using their credentials provided by the University;

Students and professors from other universities can access the network using IDEM and Eduroam federated credentials as described in the following web page: <https://www.ict.polimi.it/wifi/> If the user does not have federated credentials, they will have to contact their institution, which will in turn contact GARR to activate them. The Poli network will otherwise not be accessible.

# COMMON SPACES



mezzanine floor - south side



basement - south side



## COMMUNAL KITCHENS

The kitchens are equipped with electrical appliances and ceramic hobs. Utensils, cookware and crockery are not provided, so each guest must bring their own set, which must be suitable for ceramic hobs and microwave cooking.

Each guest is allocated a space, consisting of a locker with a key to store their kitchenware and food. Small household appliances can be brought into the hall of residence only after requesting and obtaining authorisation from the Residence Manager.

The electrical sockets in the hall of residence are F-type (Schuko) and L-type, with 220 V voltage.



## GYM

You can use the gym every day, 24 hours a day: to access it, you must go to the reception desk to collect the gym keys, which you must then return.

While in the gym, guests are required to carefully follow the rules for using the gym, which are affixed at the gym entrance. To use the gym, you must fill in the sports activity form available at the reception desk.



## TV ROOM

The TV in the hall of residence Snack room is associated with Netflix and Disney+ accounts: guests can use these streaming platforms freely according to the following rules:

- it is prohibited to change credentials (user names, passwords) and data in the 'Settings' section of accounts;
- it is forbidden to attempt to gain possession of the credentials and data referred to in the previous paragraph;
- it is prohibited to associate the said accounts with devices other than the smart TVs specifically provided for their use (e.g., private devices such as smartphones, PCs, tablets, other TVs, personal or of a hall of residences);
- it is prohibited to disconnect the communal accounts available on these TVs in order to use private/personal accounts on the same TVs;
- it is prohibited to make purchases of any kind via the accounts associated with the communal smart TVs.



## GAME ROOM

An extensive assortment of board games is available in the games room, other than two foosball tables and a ping-pong table.



## MUSIC ROOM

A guitar is available in the music room.

Guests can use their own musical instruments. It is forbidden to use a drum set unless it is one of those that can be used with headphones.

To access the music room, you must request the key at the reception desk.

# OTHER SERVICES



## DISTRIBUTORI SNACK & BIBITE

Food & beverage (cold/hot) vending machines are available 24/7.



## MINI FRIGO IN CAMERA

Each room is provided with a mini-fridge.  
On check-out day, the mini-fridge must be empty and clean.



## DEPOSITO BICICLETTE E MONOPATTINI

A covered parking space to store bicycles and electric scooters is available.

The parking space is unattended.

Electric scooters cannot enter the residence.

**CHECK FOR  
SERVICE  
CHARTER  
UPDATES HERE!**



## EVENTI

La Unit Housing & Dining organizza e propone ogni anno un palinsesto di eventi riservati agli ospiti delle residenze.

Per iscriversi e ricevere aggiornamenti sugli eventi in programma consultare la sezione news del sito:

[www.residenze.polimi.it](http://www.residenze.polimi.it)

ed entrare a far parte della lista broadcast WA tramite questo QR code:



## BACHECA E REGOLAMENTO

Nella bacheca presso la reception è possibile trovare indicazioni sui servizi forniti, avvisi e informazioni su iniziative ed eventi dedicati agli ospiti della residenza.

Durante l'intera permanenza in residenza gli ospiti sono tenuti a rispettare le regole indicate nel regolamento delle residenze, che può essere visionato consultando la copia disponibile sul sito:

[www.residenze.polimi.it](http://www.residenze.polimi.it)