



CHARTER OF SERVICES

Hall of Residence Ada Byron

via Stefano Leonida Bissolati, 34
26100 - Cremona



POLITECNICO
MILANO 1863

CHARTER OF SERVICES



RECEPTION

The service is available 24 hours a day, 7 days a week;

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.



LINEN

Linens (room and bathroom) are responsibility of guests.

The equipment provided to each guest consists of mattress cover, pillow case, coverlet and quilt for the winter months.



ACCOMODATION CLEANING

Each accommodation is thoroughly cleaned at each guest change.

During the guest's stay:

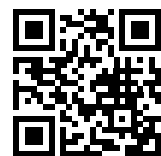
- rooms are cleaned and sanitised once a month;

The accommodation cleaning schedule in notified in advance to guests and is posted on the notice board in the reception hall. Cleaning is carried out from Mondays to Fridays, excluding holidays.



WI-FI INTERNET

Access to the hall of residence's Wi-Fi network is free of charge. Regulations and connection information are available here:



BREAK AREAS

On each floor there are break areas equipped with microwave ovens, sinks, fridges and freezers. Utensils, cookware and crockery are not provided, so each guest must bring their own set, which must be suitable for microwave cooking. Inside each break area there are shared wall cabinets and shelves, as well as lockers, for storing one's items and food.

Small household appliances can be brought into the hall of residence only after requesting and obtaining authorisation. The electrical sockets in the hall of residence are F-type (Schuko) and L-type, with 220 V voltage.



MINI-FRIDGE

Each accommodation is equipped with a mini fridge for storing food.



LAUNDRY

In the laundry room, which is always open, there are washing machines and tumble dryers (max load: 10 kg). Use of washing machines and tumble dryers requires payment: every cycle (washing or drying) costs **2,50 euro** and machines do not give change. The premises are equipped with clotheshorses, ironing boards and irons.



GAME ROOM

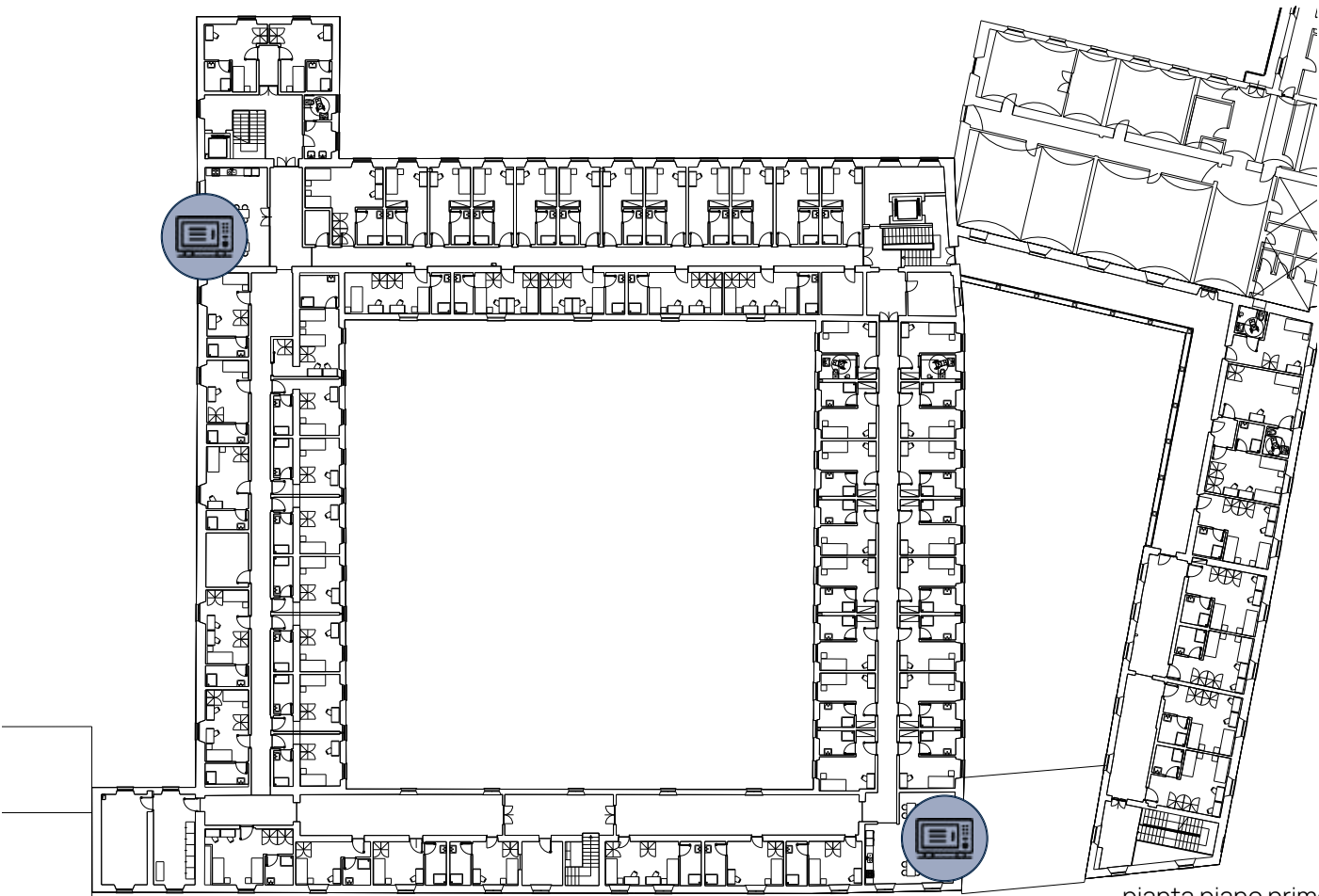
An extensive assortment of board games is available.



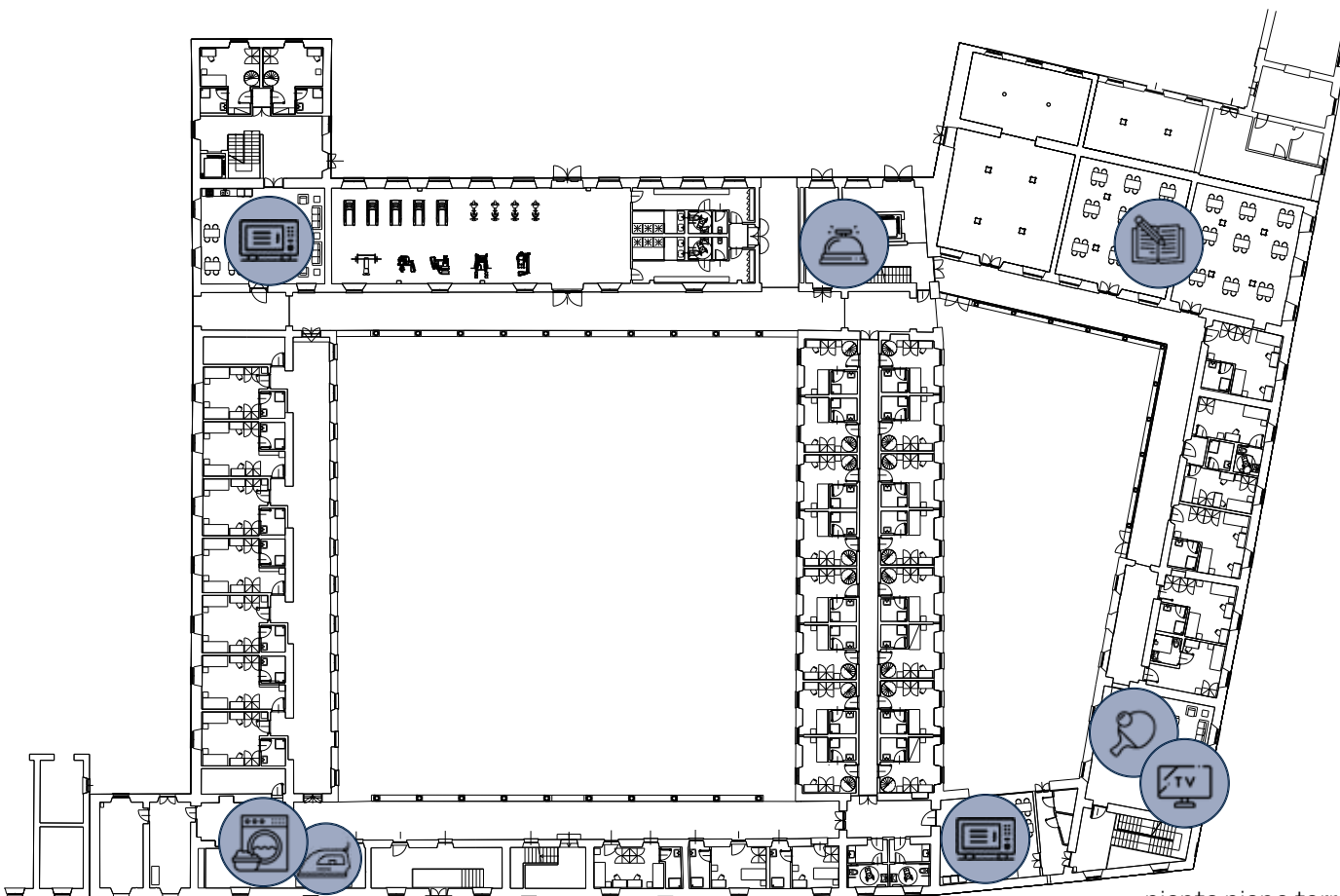
TV ROOM

The TV of the hall of residence 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 and data in the 'Settings' section of accounts;
- it is forbidden to attempt to gain possession of the credentials and data;
- 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.



pianta piano primo



pianta piano terra

OTHER SERVICES



ON DEMAND SERVICES

In addition to those listed above, a number of additional services are available to guests for a fee.

They are to be requested from the director by e-mail, agreeing the time and method of intervention. Prices are VAT included.

Paid Service	Price
'on demand' room cleaning	10.00 €
'on demand' room-bathroom cleaning	7.00 €
Handling of objects less than 25 kg in weight	15.00 €/h
Mattress change (standard single bed size)	110.00 €
Pillow change	21.00 €
Change of single metal spring/slat bed base	70.00 €
Toilet paper roll	0.40 €



FAULTS AND REPORTS

Guests can report faults/malfunctions/service disruptions to the hall of residence management office via the trouble ticketing system of the Politecnico di Milano, which is available in the Polimi APP.

When opening a trouble ticket, you are required to specify the room interested; this can be selected:

manually, by entering the room code shown on the label affixed in the room;

by selecting the room on the map, after following the path:

> Scegli spazio (> Choose space)

> Polo / Sede / Campus / Edificio / Piano / vano (> Campus / Building / Floor / Room)

Once the room selected, describe the problem and, if possible, attach explanatory photos.



EVENTS

Each year, the Housing & Dining Unit organises and proposes a programme of events for guests of the halls of residence.

To subscribe and receive updates on upcoming events please visit the news section of the website:

www.residenze.polimi.it/en/blog/



NOTICE BOARD AND REGULATIONS

On the notice board at the reception desk you can find information on the services provided, notices and information on initiatives and events reserved for the guests of the hall of residence.

Throughout your stay in the hall of residence, you are required to comply with the regulations of the halls of residence, which is available at:

www.residenze.polimi.it/en/

