Accommodation ________________________________________________ 5
Animals and pets ______________________________________________ 5
Automated external defibrillator (AED) ____________________________ 5
Balconies at IIH ______________________________________________ 5
Banks ________________________________________________________ 5
Bed __________________________________________________________ 5
Bottles _______________________________________________________ 6
Bicycle shed ___________________________________________________ 6
Breakfast room _________________________________________________ 6
Check out _____________________________________________________ 6
Cleaning ______________________________________________________ 7
Cleaning schedule _______________________________________________ 7
Copy machine/printer ____________________________________________ 7
Complaints ____________________________________________________ 7
Damages ______________________________________________________ 7
Electrical appliances _____________________________________________ 8
Elevators ______________________________________________________ 8
Emergencies (see also Safety) _____________________________________ 8
Emergency exits ________________________________________________ 8
External disturbances ____________________________________________ 8
Extra bed/guest ________________________________________________ 8
Family accommodation ___________________________________________ 9
Fax __________________________________________________________ 9
Fire alarms ____________________________________________________ 9
Garbage _______________________________________________________ 9
Guest Relations _________________________________________________ 9
Hairdryer ______________________________________________________ 9
Housekeeping __________________________________________________ 9
Internet-connection _____________________________________________ 9
Inventory _____________________________________________________ 10
Invoice for accommodation ______________________________________ 10
Key _________________________________________________________ 10
Kitchen ______________________________________________________ 11
Laundry _______________________________________________________ 11
Magazine ______________________________________________________ 11
Mail ________________________________________________________ 11
Microwave ____________________________________________________ 11
Mosque ________________________________________________________ 12
Noise ________________________________________________________12
Parking __________________________________________________________________ ______12
Party room – “The Globe” ____________________________________________12
Payments _________________________________________________________12
Physician ___________________________________________________________12
Post office in Albert Heijn Supermarket ________________________________13
Purchasing goods _____________________________________________________13
Railway station ______________________________________________________13
Rates _______________________________________________________________13
Reception ____________________________________________________________13
Recycle _______________________________________________________________13
Refrigerators _________________________________________________________13
Rent _________________________________________________________________13
Room changes_________________________________________________________13
Room reservations for guests __________________________________________14
Rooms ________________________________________________________________14
Safety ________________________________________________________________14
Safety Deposit Box ___________________________________________________15
Safety regulations ______________________________________________________15
Saving Energy __________________________________________________________15
Smoking prohibition (also applicable for electronic cigarettes) ______________15
Social Facilities ______________________________________________________15
Stamps for post_______________________________________________________16
Storage _______________________________________________________________16
Suggestions ___________________________________________________________16
Technical Department _________________________________________________16
Telephone numbers ____________________________________________________16
Hotel _________________________________________________________________16
Telephone _____________________________________________________________16
Television ______________________________________________________________16
Temporary absence ____________________________________________________16
Town Hall Registration _______________________________________________16
Visitors _______________________________________________________________17
Voltage _______________________________________________________________17
Who is who ____________________________________________________________18
General terms of tenancy _______________________________________________19
Fire- and calamity instructions __________________________________________22
TV Channels and radio frequencies________________________________________23
Dear guest,

Accommodating the participants of ITC’s education and research programmes has been an integral part of ITC’s mission since its foundation in 1950. It was Professor Dr. Willem Schermerhorn, the founding father of ITC, who felt that students should concentrate on their studies and research rather than being bothered by the logistics of accommodation. As a tribute to his legacy, these principles have been pursued ever since.

In doing so ITC has organised the accommodation tasks under a separate entity, the ITC International Hotel, or “IIH” in short. ITC has charged IIH Management to provide economical accommodation and related services. To this end, ITC provides financial support by means of a subsidy in order to keep the accommodation costs to the participants of ITC’s education and research programmes to a minimum. Hotel therefore request residents understanding that although aiming at a 5* service level we do so at a 1* budget.

As a new guest of IIH, Hotel Management would like to welcome you to Enschede. This guide provides useful information on living in IIH. Due to some availability, the ITC International Hotel is able to accommodate some UT students as well. In this guide however, some information is only applicable to ITC students, this information is placed in a grey box.

This guide is reviewed regularly and updated if necessary. If a substantial change in contents takes place, IIH will send the adjustments to all guests. On the ITC intranet hotel pages (http://www.utwente.nl/itc/intranet/support/iih), resident will always find the most recent version of this ABC guide.

Hotel Management hopes residents will have a good time with us, a pleasant stay in Enschede and that residents will feel home away from home.

Sincerely yours

Erna Leurink
Director ITC International Hotel BV

Bianca Haverkate
Resident Manager ITC International Hotel BV
**Accommodation**

ITC provides accommodation in well-furnished rooms at IIH as an integral component of study at ITC. The hotel is located in the centre of Enschede close to the ITC, the railway and bus station, shopping centre and market. IIH has 398 single rooms. There are 29 communal kitchens (two on each floor) that can be used by all residents. Additional facilities include hotel Reception, a self-service laundry, a bar operated by the student union, other recreation areas and pigeon holes on the ground floor (near the copy machine). All rooms have an internet connection and the hotel lobby is equipped with an internet café with four computers. The use is free of charge. WiFi is available on the entire ground floor and expected to be available by the end of 2016 in the entire building. IIH mainly accommodates international students from continents all over the world.

Accommodation is reserved in IIH for all enrolled candidates. Housing rates are published on the ITC website. Students are obliged to make use of this accommodation for a minimum period of one year (12 months) starting on the first course date, except in case of following exception:

- PhD students who opt for own accommodation after successful completion of the Qualifier.


Students are allowed to check out during periods of temporary absence of study exceeding 60 days, provided this is reported to the Front Office Supervisor at least six weeks in advance of the intended period of absence. No guarantee is given that upon return for study at ITC accommodation will be provided in the same room. See also “Temporary Absence” in this ABC guide.

**Animals and pets**

Animals or pets are not allowed in IIH.

**Automated external defibrillator (AED)**

An automated external defibrillator (AED) is available at the Hotel Reception. An AED is used to treat cardiac arrest. An AED is applied outside the body. It automatically analyses the patient’s heart rhythm and advises the rescuer whether or not a shock is needed to restore a normal heart beat. If the patient’s heart resumes beating normally, the heart has been defibrillated.

**Balconies at IIH**

Balconies should be kept clean and clear. Only a small storage box is permitted for daily use. For safety reasons, it is not allowed to store bottles, boxes, plants and flowers on the balconies. These could injure pedestrians or damage items if they fall down. It is forbidden to park a shopping trolley or bike in the room or on the balcony, resident risks a fine when he/she takes a trolley from the shopping area. No laundry may be hung to dry on the balconies, in the bathroom or on the radiator in the room. If this should be the case, hotel staff removes all laundry as well as the clotheslines without notice. It is also not allowed to install items in room balcony like satellite receivers, antennas etc. Kindly do not feed the pigeons in the balcony. The excrements of pigeons are very unhealthy and unhygienic.

**Banks**

In general, opening hours are Monday to Friday from 09:00 hrs to 17:00 hrs. On Thursday banks remain open till 21:00 hrs. Besides the opening hours of the banks, resident can change foreign currency and traveller cheques at the (GWK) exchange office in the hall of the railway station. Information about opening hours is available on http://www.gwktravelex.nl/NL/vestigingen/Enschede/.

**Bed**

The length x width of beds at IIH is 200 x 90 cm. If resident experiences back problems, resident can contact the Supervisor Service Department. IIH has some bed boards for residents who prefer a harder bed base.
Bottles
On service days, resident can leave empty bottles and glass next to the room dustbin. The cleaning staff will dispose it.

Bicycle shed
Bike parking is NOT allowed at the front entrance. Unfortunately, not all hotel guests understand the do not park bike signs that hotel has placed. If bikes are parked near the front (or back) entrance or on the parking place of Stadsweide, Hotel Management will chain the bike or even remove it. Please do not chain bikes on the fences of the complex, park in front of the shed, on the parking places meant for cars. The bicycle shed for IIH residents is located at the parking place of “De Stadsweide” complex opposite the Hotel. Please do not leave the bike in the shed upon checking out. This causes a crowded shed, which is inconvenient for other users. Resident is requested to contact Hotel Management for disposing of bikes. Approximately twice a year Hotel Management will arrange a clean-up of the shed. Damaged bikes, parts of bikes or bikes with flat tires will be removed by hotel staff. Hotel Management will store removed bikes for a period of a month before removing them definitely. If resident is going on fieldwork, please contact Hotel Supervisor Service Department to collect a label for the bike. Hotel Management cannot be held responsible for removing a bike and does not accept claims. Hotel Management is not responsible for any damage of a bike nor when a bike gets stolen. Parking your bike at the Hospital bike shed MST is prohibited.

Breakfast room
On the ground floor is a breakfast area for hotel guests that booked accommodation including breakfast. Here guests will also find a coffee machine. Breakfast includes coins for the machine. Additional coffee/tea is €0,50 per cup. Students are allowed to use this room excluding the hours of 07:00 till 11:00. Kindly leave the room clean and tidy after using it for studying. Meeting room Oasis on the ground floor can also be used for studying. Opposite Oasis, you will find a combined silence / study room.

Check out
Check out time is 12:00 hours. If resident wants to check out after 12:00 hours, resident needs to contact the Front Office Supervisor for an extension. Day use costs for a room are €36.25. Resident is requested to inform the Reception/Front Office Supervisor about their departure date at least 5 working days in advance so IIH can prepare the final balance. If a refund/deposit is applicable, it is important that the Hotel Reception is informed in time about residents departure since preparing the refunds/deposits will take a few working days. If resident does not inform IIH in time, refunds and deposits cannot be refunded upon departure. Resident is requested to put items which resident is going to leave behind in the garbage bags provided by housekeeping. If resident needs more bags resident can contact the Supervisor Service Department. Kindly store kitchen utensils in the box and keep it in the room before departure. After checkout IIH will dispose of all items left behind in the room as well as in the kitchen drawer. ITC Students are obliged to make use of IIH accommodation for a minimum period of one year. See also “Accommodation”. Resident is allowed to check out of the ITC International Hotel after a stay of one year. In case of special circumstances within the period of one year, resident needs permission from the ITC Housing Committee to check out. Resident can contact the committee at housing-itc@utwente.nl. If a request is granted, the ITC Housing Committee will inform the ITC International Hotel. If resident checks out, the IIH facilities and services cannot be used anymore. Once a resident has left the hotel, resident will only be re-admitted subject to availability and at the commercial non-subsidized rate. See also “Rent”.
Cleaning
All rooms are cleaned by the Housekeeping staff in accordance with a weekly schedule. Blankets, covers, carpets and curtains are taken for dry cleaning. Requests for exceptions to this rule should be addressed to the Supervisor Service Department. In case resident received damaged or stained linen, resident is requested to report this to the reception immediately. The weekly cleaning is part of the hotel service and compulsory, it is not possible for residents to decline this service. Every care is taken to ensure the privacy of residents. However, for reasons of maintenance or repair, it may well be necessary for staff to enter private quarters. Where possible, this will only be done after due warning has been given to the resident in question. All room inspection and window cleaning staff have been issued special instructions regarding this point. In the event of any disagreement, please feel free to make this known to the Management through the Hotel Reception. Residents, who wish to be left un-disturbed, should make use of the "Do not disturb" sign, which can be hung on the outside of the room door. Housekeeping will knock on a door on cleaning day in spite of the "do not disturb" sign. Supervisor Service Department will check the quality of cleaning after the housekeeping is done on the service day. These checks are random and unannounced! On cleaning days students can leave paper and cardboard outside their room next to the front door. If resident would like to have the bathroom shelve underneath the mirror cleaned, kindly have it empty on the cleaning day.

Cleaning schedule

<table>
<thead>
<tr>
<th></th>
<th>Floor</th>
<th>Kitchens</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>16, 15, 14</td>
<td>All floors</td>
</tr>
<tr>
<td>Tuesday</td>
<td>12, 11, 10</td>
<td>All floors</td>
</tr>
<tr>
<td>Wednesday</td>
<td>9, 8, 7</td>
<td>All floors</td>
</tr>
<tr>
<td>Thursday</td>
<td>6, 5, 4</td>
<td>All floors</td>
</tr>
<tr>
<td>Friday</td>
<td>3, 2, 1</td>
<td>All floors</td>
</tr>
</tbody>
</table>

Copy machine/printer
Copies and prints can be made by using the UT S-card. Resident will find the copy machine near the laundry room. The Hotel Reception supplies the paper. Malfunctioning of the machine is automatically reported to the UT-service department.

Complaints
If resident has any complaint, he/she can report it to the Hotel Reception or fill out a complaint report. A box to drop residents (anonymous) complaint is located next to the student's mailboxes.

On a monthly basis, the SAB (Student Association Board) and ITC Educational Affairs meet with the Management of IIT. Topics that can be raised during these meetings are general points regarding accommodation, services and facilities. The meetings are not for individual matters, technical repair issues or educational issues.

Damages
To avoid problems on whether resident is responsible for possible damages to the room and the inventory, the following procedure is followed. Upon arrival resident should check the inventory list in the room. Within 48 hours the inventory form should be returned to the Hotel Reception if resident finds any defect. Existing damages will then be repaired without consequences for the resident. Resident is not allowed to paint his/her room. In case of doubt of what is allowed, please ask the Supervisor Service Department. Any damage, no matter what, should be reported immediately to the Hotel Reception regardless of cause. Cost of damage due to regular wear and tear of equipment and/or furniture and fittings will be borne by IIT and will not be charged to the resident. Any cost arising as a result of wilful damage and/or careless behaviour as well as damages arising from the use of forbidden electrical appliances will be claimed directly from the resident in question. This claim will be proportionally
higher in case these damages result in loss of revenue to IIH. Costs for cleaning of smudged carpet will be charged to resident account, the cleaning will be done after residents’ departure.

**Electrical appliances**
The only electrical appliances that resident is allowed to use in the room are: radio, television, computers, laptops, video and audio recorders, shavers and hair dryers (socket behind lid in the lamp above the mirror). All other appliances, such as hot plates, irons, coffee and/or tea brewing machines, water boilers, rice-cookers, kettles etc. are absolutely prohibited. These restrictions are necessary to prevent overloading of the electrical system and any resulting fire risk. All staff members of the hotel finding any of the mentioned un-authorised electrical appliances in private quarters are obliged to report this to the Supervisor Service Department. The resident receives a warning and hotel staff will remove the forbidden electrical appliance after this warning. Returning of the removed electrical appliances is upon the resident’s departure. In any case where un-authorised use of these forbidden electrical appliances have been the cause of any damage, the resident will be held responsible for any cost of repair and/or replacement. If the electrical system is overloaded (short circuit) a fuse goes down. Residents do not have access to the meter closet and have to report to the Hotel Reception. Please be informed that resetting the electrical system after a short circuit/ overload in the IIH cannot always be done immediately, this depending on staff occupancy.

**Elevators**
There are 2 elevators for guests. In case the elevator gets stuck, resident can contact the Hotel Reception by using the emergency button in the elevator.

**Emergencies (see also Safety)**
In case of an emergency, please contact the Hotel Reception immediately (tel. 8888 or 3999).

**Emergency exits**
Please be aware that emergency exits can only be used in emergency cases. It is not allowed to be used as a regular exit. The emergency exit doors of the Globe and Table tennis room will send an alarm to the Hotel Reception upon opening.

**External disturbances**
The APV -Algemene Plaatselijke Verordening (General Local Regulation) of Enschede allows construction work between the hours of 07:00 and 19:00. If work needs to be carried out before or after these hours, the municipality might give special permission. These activities can cause disturbing noise. IIH cannot be held responsible for any disturbance and no discount in rent is applicable.

**Extra bed/guest**
For a temporary extra bed in the room, resident can fill in a request form at the Hotel Reception. Only one extra bed per room is allowed. Per stay of a student in IIH, he/she can only apply once for an extra bed for 3 months. Please arrange that there is sufficient space in the room to place the extra bed. Receptionist can also inform resident about the current rate. Please note that this is subject to availability. When confirmed, resident’s guest has to register at the Hotel Reception and also inform Hotel Reception upon departure. Reservations for an extra bed should be made at least 1 working day in advance. (Working days are Monday to Friday). The maximum duration of an extra bed cannot be longer than 3 months. If resident’s guest is not able to arrive on the reserved date, resident needs to inform the Hotel Front Office Supervisor at least 1 working day in advance. If resident does not inform in time or if the bed has been placed already, Hotel Management will charge €30,05. A request for an extra bed for another registered ITC student will not be approved. Student risks a penalty (additional full month’s rate(s) if student is accommodating a registered ITC student who checked out of IIH. Same penalty is applicable if student accommodates other persons without permission of IIH. Tourist tax of €1,25 per night is applicable in Enschede for visitors in case of extra room bookings.
Family accommodation
IIH is not able to accommodate families. Residents who would like to invite family should contact student affairs ITC and IIH Front Office Supervisor for information about the current policy.

Fax
Resident can contact Hotel Reception for sending and receiving fax.

Fire alarms
IIH is connected to the local fire department. Any fire alarm is directly forwarded to the fire department that acts in accordance with standard regulations by sending a fire-fighting team to the hotel. Investigation has revealed that the false alarms are partially unintentional, caused by defects of the alarm equipment installed in the hotel, and partially intentional as a result of carelessness on the part of residents. A fire department turn out for false alarms is very costly and time-consuming for the local fire brigade. Therefore, fire department has restricted the number of alarms IIH is allowed to cause on an annual basis without being charged separately. IIH seeks the cooperation of the residents to restrict the number of intentional false alarms. Burning aromatic candles and incense sticks near the smoke detector can trigger a false alarm. Using electrical appliances improperly or appliances that are not allowed to be used as specified in this ABC guide can also trigger a false alarm. Hotel staff registers each individual alarm, and the name(s) and room number(s) of the person(s) that has (have) caused the alarm. If improper action has caused false alarms a penalty of €50,00 will be charged as of the second intentional fire alarm caused. Hotel Management apologize for having to take this stern action but circumstances dictate no other solution.

Garbage
Please do not put empty bottles in the dustbin or in a garbage bag. Residents who need to dispose of their garbage can put it in the big containers in the common kitchen. Resident can give empty printer cartridges to Hotel Reception to dispose of it into a special container. A recycling company collects them and donates the gains to several good causes. For more information, resident can contact Hotel Front Office Supervisor.

Guest Relations
Every Wednesday between 14:00 and 16:00 hours residents are welcome to visit the drop-in hours with questions, suggestions, complaints and remarks related to the accommodation. Resident can find the guest relations at the office of the Front Office Supervisor on the ground floor.

Hairdryer
A hairdryer (subject to availability) can be obtained at Hotel Reception after paying a refundable deposit of €15,00.

Housekeeping
If resident has any request or complaint he/she can contact Hotel Supervisor Service Department through the Hotel Reception. See also “Cleaning” in this ABC guide.

Internet-connection
Internet connection is available in each room. WIFI is available on the entire ground floor and expected to be available by the end of 2016 in the entire building. At the Hotel Reception, resident can collect an UTP cable Please note that it is not allowed to use a different means of connection other than the UTP cable provided by IIH. Any case of abuse may lead to disconnection. There is no support on hardware or software problems of the connected computer. The ITC computer netiquette applies also to this internet connection. If the computer gets infected or if student is flip-flopping, the computer will automatically be placed in a secured area. Resident will have to contact helpdesk@snt.utwente.nl or abuse@snt.utwente.nl or check on www.snt.utwente.nl. More information regarding internet policy
can be found at https://www.utwente.nl/sb/beleidsterreinen/universitair-informatiemanagement/voor-eindgebruikers/ To ensure optimal use of the wireless network please note the following:
Preferably use the provided network eduroam rather than your own. When using your own router:

- Connect it using the WAN port and not the LAN port, they are for your own devices.
- Change the default password for access to your router and for access to your own wireless network.
- Switch off its wireless if you don’t use it.
- For country setting, select NL.
- If present and possible use only the 5Ghz (A/N standard).
- On the 2.4Ghz (G/N standard) only use channel 1, 6 or 11.
- Do not use “Channel Bonding”, i.e. only use 20Mhz wide channels, not 40Mhz or more.
- If possible, select the lowest possible transmit power.

When in doubt: Ask and learn! You can contact the SNT (Student Net Twente) helpdesk. They are located at the O&O Square at the UT campus and available by phone 053-4893266 (10:00-17:00 hrs.).

Inventory

Resident room is equipped with a standard inventory. Moving bigger furniture like study desk, bookshelf or bed is not allowed. If resident wishes to change it, he/she has to contact the Supervisor Service Department to discuss it. If agreed, resident has to sign a statement that upon departure he/she will place items in original position again. In 2014 IIH started with the replacement of desk chairs on the 9th floor, followed by 8th floor in 2015 and 7th floor in 2016. The desk chairs are part of the standard inventory in the room. Therefore the desk chair has to remain in same room as management places it. Taking the chair with to another room or exchanging it with a fellow student is not permitted. The replacement of the desk chairs will take several years. One floor per year. Settings manual study chair: https://www.girsberger.com/fileadmin/customer/girsbergerch/Bedienungsanleitung_ani/KYRA_20110818_01.swf

Please note that the kitchens are not equipped with pots, pans, cutlery, crockery or other utensils. Residents can purchase kitchen items by themselves. Please use pots with a flat bottom which are fit for use on induction hot plates in the common kitchens (magnetic bottom). All rooms are provided with an inventory list. Missing items should be reported within 48 hours upon checking in. Placing additional furniture is not allowed. All rooms are equipped with a notice-board and a rail for paintings/decorations. It is not allowed to stick items on the wallpaper, doors or elsewhere, since this could damage the wallpaper, paint etc. Please note that if items are placed on the wallpaper/doors, they will be removed by hotel staff without prior notice.

Invoice for accommodation

Seven (7) days before the end of a month, resident will receive an invoice via email. All accounts have to be settled within 7 days (1st of a month). The invoice is a review of all costs and payments till the date of issuing including the upcoming month. The room rent should always be paid in advance. For any questions regarding payment/invoice, resident can contact Hotel Reception.

Key

Upon arrival residents receives a key card. Hotel Management expects residents to keep their room door locked in their absence. Residents are responsible for the safekeeping of the key(card) and should always carry key(card) on leaving room. Hotel will issue new key-card on forgetting it free of charge for three times per month, after the third time resident will be charged €5,00 for new key-card. If resident lost a key-card, €5,00 will be charged for a new one. Resident can open the room after inserting the card. The door locks automatically. All key cards open the entrances, elevator, bike sheds, doors to a wing on each floor and all common rooms like the Schermerhorn Lounge, laundry room and “The Globe”. If a lock indicates an orange light, this means battery needs to be changed. Please report it to the Hotel Reception for replacement of the battery in time.
**Kitchen**

Common kitchens are cleaned daily (Monday till Friday). Hotel staff will, if hygienically necessary, remove any tainted food items and dispose of it. Residents of IIH are advised to use cooking pots with a flat bottom, which best fit on induction hot plates. Any other type of pan is removed after due notice. The extractor in the common kitchens turns on automatically, while cooking. All kitchens are equipped with a telephone, use only for emergencies.

The kitchens are not equipped with kitchen utensils. The kitchen lockers in the common kitchens have numbers that correspond with the numbers of the rooms. Please note that resident has to use the locker and freezer compartment that corresponds with resident room number. In the kitchen locker resident will find a serving tray that can be used for transporting hot pans. Never place a hot pan on the carpet. Resident is requested to use the kitchen in the wing of residents’ room to prevent crowdedness in other kitchens. Residents can lock their kitchen locker under the worktop. After paying a refundable deposit of €25,00 resident will receive the key.

No blame can be put on the management for any loss or damage to articles kept in the kitchen. Do not flush grease or food through the drain, this can cause blockages. In such cases, hotel needs to contact a specialised company to repair a blockage, and the cost involved will be charged from the resident or will be divided amongst all residents on that floor/apartment.

Hotel Management kindly asks resident not to put glass or broken knives in the dustbin. Do not leave brillo sponges in the kitchen sink or on the work top. It causes oxidation. Hotel Management expect all residents to keep the kitchen and all equipment in a clean and tidy state after use. Hotel Management advises resident to check the manual to avoid problems, a kitchen manual is available in all kitchens. Table and chairs need to remain in the kitchen. They are not allowed to be taken in to residents room.

**Laundry**

Resident can use hotel laundry facilities on the ground floor. At the Hotel Reception, resident can buy washing- and drying coins, detergent is included. Resident will find ironing facilities on the ground floor. Kindly remove laundry from the machine as soon as possible after the program has finished.

A next user might remove residents’ laundry. IIH is not responsible in case laundry has been removed. Hanging laundry on the balcony, radiator or shower curtain rail is not permitted. Hotel Management is not responsible for any damage to the clothing. If Resident uses a drying rack (available on request) for drying clothes, resident needs to store the drying rack on the service day. Behind the laundry machines, resident will find a drying area including racks and lines. Hotel management cannot be held responsible for missing laundry.

**Magazine**

IIH subscribed for “Time Magazine” (weekly) and “National Geographic International Edition Magazine” (monthly). Residents can read these magazines in the lobby of the hotel. It is not allowed to take them to the room.

**Mail**

Residents are advised to use ITC Institute address with his/her mailbox number for receiving mails/posts. Mail addressed to IIH will take longer to arrive. Please check the pigeon mailbox in the hotel (located in the corridor towards the laundry room) from time to time for messages/mail. Please note that hotel does not have a lot of the space to receive large sending. Whenever resident expects a larger amount of boxes/packages, resident should make necessary arrangements to receive it, hotel will accept the delivery only when resident is living in IIH. If resident has checked out or has a reservation (has not checked in yet), IIH will sent the package return to sender.

**Microwave**

All common kitchens are equipped with microwave and toaster. Please be informed that resident should not use metal or metal plated items. This causes damages to the microwave. Never turn on an empty
microwave, this may also cause damage. Hotel Management will not replace such damaged microwaves immediately. Hotel Service Department will check necessary replacement on yearly basis.

**Mosque**

A Mosque is located on the first floor.

**Noise**

All residents are here to study, it is very important that everybody gets the opportunity to study and sleep in quiet and peaceful surroundings. Hotel Management therefore asks resident not to turn the radio and/or television too loud in order not to disturb the neighbours. In case resident has something to celebrate, resident can contact the Hotel Reception for information on the use of the “*The Globe*”. If there is a matter of nuisance, the Hotel Reception will warn resident once by telephone. If Hotel Management is forced to call in the Security Company, the nuisance offender will be charged for the costs involved.

**Parking**

The Management will take no responsibility for any loss of or damage to bicycles parked on the premises or in the bicycle sheds. Hotel Management also reserves the right to remove and dispose of any items remaining after the departure of the owner. For car-parking resident can use the parking behind the ‘*De Stadsweide*’ building. Please note that parking cars without license plates is illegal. For the parking resident needs a gate card that can be obtained at the Front Office Supervisor upon submission of registration document and driving licence.

**Party room – “The Globe”**

For private parties the “*The Globe*”, next to the Table Tennis room, can be reserved. At the Hotel Reception resident can collect a reservation form. Reservations should be made 5 days in advance. Subject to availability, the Hotel Reception informs resident whether or not the room can be booked. There are time tables in “The Globe” and next to the elevators. Resident has to pay a deposit of €50,00. The booker is obliged to report to the reception before and immediately after the party. The deposit will be refunded upon clean and tidy delivery of the Globe. If the booker does not report to the reception after the party for a final inspection, the booker is no longer entitled to the €50,00 deposit. The number of tables/chairs is restricted in “The Globe”. It is not allowed to place additional furniture from other areas of the hotel!

**Payments**

Upon arrival, resident has to pay a guarantee of €450,00, and the rent of the current month in advance. The guarantee will be settled with the last month rent of residents stay. The rent is due on the first day of each month and has to be paid in advance. If resident fails to pay in advance, Hotel Management will charge €15,00 administration cost. Hotel Management advises resident to pay rent by standing bank order, cash credit or debit card.

See also “**Invoice for accommodation**” in this ABC guide. For more information, resident can contact the Front Office Supervisor. For safety reasons hotel does not accept bills of €200,00 and €500,00. The guarantee is for settlement of last months’ rent of residents stay. Hotel will not deduct damages etc. from the guarantee. Students that already paid the full course, including housing in advance, do not have to pay the guarantee, since their payments have been secured till the end of their course.

**Physician**

Upon arrival at ITC, resident will receive the name and telephone number of concerned physician. In case of an emergency in the evening, at night, during the weekend or public holidays, resident can call 088-5551188. This is the number of HDT-Oost, a central physician’s office, located in the hospital at the Beltstraat 70, 7512AA Enschede.
Post office in Albert Heijn Supermarket
Opening hours are:
Monday to Wednesday and Friday: 09:00 hrs. to 18:00 hrs.
Thursday: 09:00 hrs. to 21:00 hrs.
Saturday: 09:00 hrs. to 17:00 hrs.

Purchasing goods
Hotel Management would like to warn resident for purchasing goods on the streets (e.g. bicycles, TV's etc.). This is not common in the Netherlands and resident might be buying stolen goods, risking a penalty from the police if they notice this.

Railway station
For information about connections and the time schedule resident can contact the Hotel Reception or check the internet page www.ns.nl and www.nshispeed.nl.

Rates
Room rates are given on IIH’s internet pages www.itc.nl/iih. Rates are subject to change annually by January 1st based on conditions applicable for the Netherlands Fellowship Programme (NFP). Resident can refer the latest version of the NFP Rules and Regulations at web page www.nuffic.nl. Resident is allowed to stay in the hotel for the subsidised rate up and including 5 days after graduation. After 5 days resident has to pay full commercial (none subsidised) rate in advance.

Reception
The Hotel Reception can be contacted 22 hours a day. Between 02:00 hrs. and 04:00 hrs., the reception is closed. For urgent matters during these hours resident can call the mobile number mentioned on the memo in front of the reception. For payments, buying stamps, etc. resident can contact the Hotel Reception between 07:30 hrs and 23:30 hrs. The Hotel Reception is the central service-centre of the hotel. Receptionist can supply all information on in- and outdoor activities.

Recycle
Glass: (see also “Bottles” in this ABC guide). On service days, resident can leave empty bottles and glass next the dustbin. Resident also can leave glass next to the kitchen dustbin, cleaning staff will dispose it. Cardboards and paper: (see also “Cleaning” in this ABC guide). Resident can place a cardboard box or paper in the room next to the dustbin to have it removed. IIH has special containers for paper/card board. Resident can also leave card board and paper next to the kitchen dustbin. Cleaning staff will dispose it. Light bulbs and batteries: Technical department has special containers for light bulbs and batteries. Resident can bring them to the reception. Cartridges: (see also “Garbage” in this ABC guide). A cartridge container is available at the reception. Textile dump and plastic dumb containers: In Enschede there are several locations were resident can dump textile and plastic in special containers. The nearest site is Haaksbergerstraat in front of the ALDI supermarket. (About 10 walking minutes from IIH). Resident also can dispose bottles and plastic there.

Refrigerators
All rooms are equipped with a fridge. Hotel Management expects residents to keep the fridge clean. In case hotel staff find residents refrigerator in an unhygienic state (tainted food etc.), it will be cleaned and the cleaning costs will be charged to residents account.

Rent
The rent includes the use of communal kitchens as well as the cleaning services in accordance with the schedule of the Housekeeping Department, and the provision of linen (clean bed sheets and fresh towels). All residents that temporarily leave the facilities for any reason (be it fieldwork, excursions, holidays etc.)
are obliged to maintain the reservation and to pay full rent during the period of absence. See “Temporary absence” for exceptions. Please note that the room rate is subject to change after prior notice by IIH Management. Annually on January 1st the rates may be adjusted in accordance with allowance provisions used under the Netherlands Fellowship Programme. Students are obliged to make use of IIH accommodation for a minimum period of one year. See also “Accommodation”. If resident checks out, the IIH facilities and services cannot be used anymore. Once a resident has left the hotel, resident will only be re-admitted subject to availability and at the commercial non-subsidized rate.

Room changes
Depending upon availability, room changes can be arranged. In such cases, ITC students can fill out a digital request form at https://webapps.itc.utwente.nl/iihreservation. UT students can send an e-mail to hotel-itc@utwente.nl.

- A request for a transfer to another room is subjected to availability.
- For a change within one month after residents your arrival date we will charge €25,00
- For a change later than one month after your arrival date we will charge €45,00
- These costs for cleaning have to be paid in advance before changing to the new room.
- Room changes to a room of a fellow student who is leaving, without cleaning that room will not be permitted.
- A change should be completed within one day. (Kitchen) key(s) or card of former room have to be returned to the reception on the same day before 22:00 hrs.
- The former room should be completely empty, including kitchen locker and storage box. IIH cannot be hold responsible for disposing luggage, food or any other items left behind.

Room reservations for guests
Depending on availability, it is possible for a resident to rent an extra room for their guests or to apply for having an extra bed placed in their own unit. See “Extra bed” in this ABC guide. The application form can be obtained from the Hotel Reception and is also available on the intranet pages of IIH. Reservation should be made at least 1 working day in advance. Resident’s guest has to make his/her registration at Hotel Reception upon arrival and departure.

Rooms
IIH offers furnished units of one bed/living room, with toilet and bathroom, internal telephone, TV, internet and refrigerator. The 16 floors of the hotel consist of single room accommodation for individual students and hotel guests. The rooms xx22 - xx29 and xx03 - xx06 are provided with sun blinds. The rooms xx07 - xx14 and xx16 - xx21 are provided with lace curtains. The 16th floor is for hotel guests. If not accommodated on this floor, resident is not permitted to access this floor to use kitchen, balcony, roof section etc. A single unit is to be occupied by one person only, an extra bed can only be provided on a temporary basis at an extra cost (visit of spouse).

Safety
Resident is requested to keep the room door locked upon leaving the room. Not forgetting to take the room card. Do not take strangers into the building, if resident is followed by strangers, keep an eye on them and make sure they leave the building again or report to Hotel Reception. Please check the map on the door in the room or the map near the elevator for the location of emergency exits. In case of a fire, please warn the Hotel Reception immediately by dialling the special number 8888, or break the glass of the fire alarm in the corridor, which is directly connected to the local fire department. All rooms have an instruction card (‘How to survive in case of fire’) and location map stating fire and safety regulations. All residents should observe these regulations and make themselves acquainted with the emergency exits of the hotel upon their arrival.
Safety Deposit Box
All rooms have a safe/locker. Resident can insert the personal code following instructions given on the safe/locker. Management must stress that residents use the safe for valuables. No large sums of money should be left in the room. Neither management nor their staff is responsible for any accident, loss or damage to residents or their property is it fire, explosion, theft, water damage, natural disaster, etc. The only exception is in case of gross negligence or wilful damage on the part of their staff. All employees at IIH followed a BHV course (emergency response training) and yearly refresher courses including evacuation training.

Safety regulations
IIH has a fire-alarm system, directly connected to the local fire department. Every room has a map, showing the nearest emergency exit. Also in the corridors in, resident will see signs showing “Exit/Nooduitgang”. All individual rooms have an alarm at the entrance hall. In case the alarm goes off, residents are requested to leave the building immediately. Never use the elevator in such case. Central gathering place is the lawn opposite the entrance of the “De Stadsweide”. Know your room and corridor, check emergency exits in case of a fire it could be too dark to read the instructions. If resident sees smoke, resident is requested to call the Hotel Reception by dialling the alarm number 8888 or break the glass of the nearest fire alarm. In case resident discovers a fire in the room, leave the room immediately, close the door, activate the nearest alarm and warn neighbours. In case resident cannot leave the room:
   a. If there is smoke in the room, open the windows.
   b. If the phone is working, call for help.
   c. Put a blanket out of the window, so the fire brigade knows that you are there. Don’t try to lower yourself with a blanket.
   d. Put wet towels and blankets to cover openings where smoke could come in, in front of doors etc.
   e. Oxygen is important, if necessary, make a “tent” by putting a blanket around you and stand close by an open window.
   f. If you cannot open a window break the window.
IIH can give no guarantee and is not responsible for the above mentioned advice and instructions (see also the folder in the room “rules to survive in case of fire”)

Saving Energy
The building is heated by a central heating system, which adjusts to the outside temperature automatically. To save energy please turn down radiators, switch off the light, television or stereo set, PC and laptop when leaving the room.

Smoking prohibition (also applicable for electronic cigarettes)
Per April 1st 2008, smoking prohibition is applicable to the entire hotel, this is also applicable for e-cigarettes. Smoking is only allowed outside the building. The fine of the state institution for the first offense will be €300,00 and can mount up to €2,400,00 per offense. Furthermore, IIH will fine offenders and charge the costs for repainting the room (€350,00 - €2,000,00), washing of curtains (€50,00) and carpet cleaning (€100,00) to residents account. Resident may smoke on the balcony, closing the door to prevent smoke in the room. Please use the ashtray to extinguish cigarettes. Please do not throw the cigarette butts of the balcony.

Social Facilities
Taking the intensive nature of the studies at ITC into account, IIH provides a selection of social facilities such as the Schermerhorn Lounge, “The Globe” and a table tennis room. These are recreation areas. In the Schermerhorn Lounge resident find a television and DVD and music system. The Schermerhorn Lounge cannot be reserved for private parties. The Globe can be reserved for private parties and other meetings (only for ITC students living in IIH). The SAB membership also includes the Schermerhorn Lounge membership. Activities like end of module party, disco’s, film evenings etc., are organised by SAB. Resident can check SAB intranet page for information about opening hours of the bar and other activities.
Stamps for post
Resident can contact Hotel Reception for information about the postal charges. It is not possible to leave mail at the Hotel Reception to post it, however resident can buy stamps from the Hotel Reception.

Storage
Storage of larger goods like refrigerators, freezers, sofa is not allowed. IIH advises resident to arrange with the shop to keep these goods there. It is not allowed to store goods in the room or elsewhere in the building. The reason is to keep escape routes free and to assist housekeeping to be able to clean the room. If resident stores goods in the room, in corridors or other areas, the Management reserves the right to remove them without prior notice.

Suggestions
Resident can drop suggestions at the idea box near the students’ mailboxes.

Technical Department
In case something in the room needs to be repaired, resident can leave a message for Technical Department at the Hotel Reception. Please note that for some repair work external companies will be called in. If resident would like to be present in the room during the repair work, resident is requested to inform the Reception. Resident is advised to keep valuables in the safe at all times.

Telephone numbers
<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hotel Reception</td>
<td>3999</td>
</tr>
<tr>
<td>Schermerhorn Lounge</td>
<td>3004</td>
</tr>
<tr>
<td>Table tennis room</td>
<td>3006</td>
</tr>
<tr>
<td>Emergency</td>
<td>8888</td>
</tr>
<tr>
<td>The Globe</td>
<td>3005</td>
</tr>
</tbody>
</table>

Telephone
Resident can use the telephone provided in the room and common kitchen for internal calls by dialling the room number. Dial 2 as prefix, and then the three digit of room number (e.g. 2-415). If the room number has 4 digits, only dial the 4 digits. (e.g. 1512) Please note that if resident uses prepaid cards, resident has to be sure to call the toll-free number mentioned on the card. In some cases, there are more numbers mentioned on the cards but not all of them are free. If resident buys toll-free cards, please note that IIH cannot be held responsible for any problems with these cards. After paying a deposit of €100,00, Hotel Reception can open the room telephone line for external calls. Kindly contact Hotel Reception for an application form and further information. Hotel telephone system has the possibility to trace harassment calls. Please contact Hotel Reception for further information.

Television
All accommodation has a colour television with remote control. A summary for TV channels and radio frequencies can be found in this guide.

Temporary absence
Students are allowed to check out during periods of temporary absence of study exceeding 60 days, provided this is reported to IIH Front Office Supervisor at least six (6) weeks in advance of the intended period of absence. No guarantee is given that upon return for study at ITC, accommodation will be provided in the same block. IIH cannot store luggage.

Town Hall Registration
For the registration at the Town Hall, City Office (Statdskantoor, Vestiging vanuit Buitenland at Hengeloestraat 51), resident has to fill out Boulevard 1945 nr. 4, 7511 AE for living address.
**Visitors**
All visitors are required to report to the Hotel Reception and register, giving the name and room number of their host. Visitors who intend to stay between the hours of 22:00 hrs and 08:00 hrs are required to register at the Hotel Reception, fill in the appropriate registration form and settle the costs involved. This being a legal requirement. Any visitor, who is under age (a minor), is only permitted to enter IIH, if accompanied by the resident in person. Under-age visitor(s) should be received at the Hotel Reception by their host resident. Visitors who do not conform to the general accepted Dutch rules for respectability and decency, lead themselves to instant removal from the premises of IIH. They will be refused further entry subject to approval by the Management. Residents are responsible for the behaviour of their visitors and guests as well as for any additional charges incurred. See also “Extra bed/guest”.

**Voltage**
The voltage is 220 volt.
<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Erna Leurink</td>
<td>Director</td>
</tr>
<tr>
<td>Bianca Haverkate</td>
<td>Resident Manager</td>
</tr>
<tr>
<td>Annie van der Meer</td>
<td>Supervisor Service Department</td>
</tr>
<tr>
<td>Anneloes Lammerink</td>
<td>Front Office Supervisor</td>
</tr>
<tr>
<td>Saskia Groenendijk</td>
<td>Receptionist</td>
</tr>
<tr>
<td>Marieke Engelbertink</td>
<td>Receptionist</td>
</tr>
<tr>
<td>Ruben Versteeg</td>
<td>Receptionist</td>
</tr>
<tr>
<td>Patrick Hartlief</td>
<td>Receptionist</td>
</tr>
<tr>
<td>Judith van Veenendaal</td>
<td>Receptionist</td>
</tr>
<tr>
<td>Nicolas Morales</td>
<td>Receptionist</td>
</tr>
<tr>
<td>Caroline Bosch</td>
<td>Receptionist</td>
</tr>
<tr>
<td>Bennie Vinke</td>
<td>Technical Department</td>
</tr>
<tr>
<td>Rony Oonk</td>
<td>Technical Department</td>
</tr>
<tr>
<td>Delcia Evers</td>
<td>Receptionist/Security</td>
</tr>
<tr>
<td>Mark v/d Meulen</td>
<td>Receptionist/Security</td>
</tr>
<tr>
<td>Kelly Ouwkerk</td>
<td>Receptionist/Security</td>
</tr>
<tr>
<td>Danny Weijn</td>
<td>Receptionist/Security</td>
</tr>
</tbody>
</table>
General terms of tenancy

- Terms used are:
  - Tenant: he/she who has entered into a Tenancy Agreement with the Lessor
  - Lessor: ITC International Hotel BV
  - Premises: room/unit, including the common areas.
  - Sub-letting: making a room temporarily available to a third party.

- The Lessor shall deliver the Premises in a state of good repair on the agreed date.

- During the tenancy, the Lessor shall allow the Tenant to peacefully enjoy occupancy of the rented Premises. The Lessor is not responsible for actual disturbances caused by third parties.

- The Lessor shall keep the Premises in a state of good order and carry out all necessary repairs and maintenance.

- The Lessor is not responsible for damage/injury the Tenant may suffer as a result of a defect, or of stagnation in the installations belonging to the Premises, unless the blame is to be attributed to default or negligence of the Lessor.

- The Premises shall be used as the Tenant’s only or principal home for the duration of the tenancy

- Tenant shall not sub-let the Premises.

- The Tenant shall allow the Lessor access to the Premises to check any technical or other defects.

- The Tenant shall permit all necessary maintenance and repair work to the Premises that cannot be put off until after the end of the Tenancy.

- On identification, the Tenant shall allow persons authorised by the Lessor access to inspect the Premises or to carry out work on the Premises.

- Expecting/barring unforeseen circumstances, these visits and/or work should normally take place between 07:00 hrs and 18:00 hrs on workdays, and as far as possible with prior warning.

- The Tenant has no right to a reduction of the rent for the period during which the works is being carried out.

- The Lessor does not allow the Tenant to use equipment to heat the Premises other than those provided.

- The Tenant is obliged to show consideration for other tenants and their rights when using the common areas provided.

- The Tenant may not use the common areas for purposes other than those for which these areas are intended.

- The Tenant shall refrain from behaviour that could be destructive to property of the Lessor and/or cause nuisance or annoyance exceeding acceptable standards to the Lessor’s representatives, fellow tenants in the complex and/or third parties in the neighbourhood of
the Premises.
The Tenant is hereby held entirely responsible for the behaviour of visitors allowed by the Tenant to enter his/her Premises or the general free access areas and/or remaining areas. The behaviour of these persons shall be looked upon as that of the Tenant. With regard to the persons referred to in the previous sentence, the Tenant is not answerable for the behaviour of the Lessor’s representatives or of other persons who transact business orders from the Lessor.

- The Tenant is forbidden to throw objects out of or from the complex.
- Pets are not allowed on the Premises.
- The Tenant is forbidden to keep or use light inflammable compounds in the Premises and common areas, except those for normal household use.
- In case of fire, the Tenant is obliged to follow the authorised instructions provided.
- The Tenant is obliged to ensure that the escape routes are kept clear. The Tenant is forbidden to place or store goods of any kind in areas intended for traffic and/or for use as an escape route. Goods placed in these areas will be regarded as having been abandoned by the Tenant. The Lessor has the right to remove and dispose of those goods obstructing the passage referred to above, as is seen fit, without prior warning or liability.
- The smoke-resistant doors and shutters shall be closed and not be obstructed by obstacles.
- The Tenant may store fuel-consuming vehicles only in the place provided for them.
- The parking or leaving of wrecked vehicles on the parking spaces and/or in the bicycle/motor shelters by the complexes is forbidden. The owner of the wreck is obliged to remove it after the first warning from the Lessor. If the warning has no effect, the Lessor has the right to remove it without any further notice, at the costs of the owner. If a wreck has no traceable owner the Lessor without delay will remove it.
- All damage, with the exception of damage due to fire, is assumed to be caused through a failure, imputable to the Tenant.
- The Tenant is liable for damage to the common areas/facilities unless the Tenant is able to prove that the damage is not caused through his or her fault. In that case the Lessor shall first try to have the damage recovered from the person(s) responsible.
- The Tenant(s) must report any damage promptly to the Hotel Reception.
- The Tenant at the very start agrees to co-operate with necessary work imposed upon the Lessor by official regulations to adjust or improve the rented Premises or the complex in which the tenant resides. The Lessor shall notify the Tenant in good time about the alterations, adjustments or improvements of the Premises.
- The Tenant shall return all key cards given to him/her on the day of vacating the Premises to the Lessor.
- The Lessor has the right to dispose of all goods left on the Premises, which have been vacated as he/she sees fit at the expense of the Tenant.
- The Tenant is required to allow the Lessor to check the rented room or housing unit before the end of the tenancy.

- If the rent is paid late by the Tenant, then the Lessor is entitled to charge administration costs. See also “Payments” in this ABC guide.

- The Lessor is responsible for the cleaning of the units and common areas.

- The Lessor has the choice to have the work done by either its own employees or by a cleaning company.
Fire- and calamity instructions

- In case of a fire, the fire brigade, the fire engines and other appliances or equipment to extinguish the fire, must have free access to the complex, the parking lot, the places of loading and unloading, the places where goods and refuse are put, in order to be able to extinguish the fire. Moreover, fireplugs and further water points for fire-extinguishing water must be freely accessible.

- In case of fire, NEVER USE THE ELEVATORS.

- Never use water in case of fire caused by electricity or caused by volatile/combustible liquids.

- In case of fire, immediately phone 8888 or break the glass of the fire alarm system and warn other residents.

- If possible, try to extinguish a starting fire with the fire extinguishers present.

- Close windows and doors.

- Check the corridor to see whether there are still residents left.

- In case of (heavy) smoke, keep your head close to the floor and leave the building as quick as possible.

- Follow the indicated escape routes.

- After having left the complex, inform the fire-chief or the police on the situation in the complex as soon as possible.

- Assembling of the residents to enable the fire brigade to check the number of persons present.

- In case of fat or oil on fire in a pan:
  - never use water to extinguish the fire in the pan.
  - protect face and eyes with an arm against flames and spattering oil or fat
  - cover the pan in such way that the flames blow out
  - turn off the gas tap
  - do not move the pan
  - leave the lid or another means of covering on the pan till it cools down
### TV Channels and radio frequencies

<table>
<thead>
<tr>
<th>Set up</th>
<th>Sender</th>
<th>Channel</th>
<th>Frequency</th>
<th>Radio transmitter</th>
<th>Mhz-s/m</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Video</td>
<td>5</td>
<td>175,25</td>
<td>Radio 1</td>
<td>96.5 S</td>
</tr>
<tr>
<td>1</td>
<td>Nederland 1 *1</td>
<td>5</td>
<td>175,25</td>
<td>Radio 1</td>
<td>96.5 S</td>
</tr>
<tr>
<td>2</td>
<td>Nederland 2 *1</td>
<td>8</td>
<td>196,25</td>
<td>Radio 2</td>
<td>96.8 S</td>
</tr>
<tr>
<td>3</td>
<td>Nederland 3 *1</td>
<td>9</td>
<td>203,25</td>
<td>Radio 3 FM</td>
<td>97.1 S</td>
</tr>
<tr>
<td>4</td>
<td>RTL 4</td>
<td>42</td>
<td>639,25</td>
<td>Radio 4</td>
<td>97.4 S</td>
</tr>
<tr>
<td>5</td>
<td>RTL 5</td>
<td>46</td>
<td>671,25</td>
<td>747 AM</td>
<td>97.7 S</td>
</tr>
<tr>
<td>6</td>
<td>SBS 6</td>
<td>48</td>
<td>687.25</td>
<td>Noordzee 100.7 FM</td>
<td>91.7 S</td>
</tr>
<tr>
<td>7</td>
<td>YORIN</td>
<td>50</td>
<td>703,25</td>
<td>Radio 10 Gold</td>
<td>92.0 S</td>
</tr>
<tr>
<td>8</td>
<td>NET 5</td>
<td>55</td>
<td>743,25</td>
<td>Radio 192</td>
<td>90.6 M</td>
</tr>
<tr>
<td>9</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>VERONICA *2</td>
<td>52</td>
<td>719,25</td>
<td>Sky Radio</td>
<td>103.5 S</td>
</tr>
<tr>
<td>11</td>
<td>NICKELODEON</td>
<td>69</td>
<td>822,25</td>
<td>Radio Veronica</td>
<td>88.4 S</td>
</tr>
<tr>
<td>12</td>
<td>DISCOVERY</td>
<td>49</td>
<td>695,25</td>
<td>Yorin FM</td>
<td>104.1 S</td>
</tr>
<tr>
<td>13</td>
<td>National.Geographic</td>
<td>65</td>
<td>823,25</td>
<td>Radio Oost</td>
<td>95.9 S</td>
</tr>
<tr>
<td>14</td>
<td>Animal Planet</td>
<td>68</td>
<td>847,25</td>
<td>Enschede FM</td>
<td>104.1 S</td>
</tr>
<tr>
<td>15</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>EUROSPORT</td>
<td>62</td>
<td>799,25</td>
<td>ID &amp; T Radio</td>
<td>101.5 S</td>
</tr>
<tr>
<td>19</td>
<td>BBC 1</td>
<td>27</td>
<td>519,25</td>
<td>Kink FM</td>
<td>87.8 S</td>
</tr>
<tr>
<td>20</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>21</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>22</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>23</td>
<td>Duitsland 1 WDR *1</td>
<td>23</td>
<td>487,25</td>
<td>Radio Rosita</td>
<td>104.9 S</td>
</tr>
<tr>
<td>24</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>25</td>
<td>Duitsland 3 NDR *1</td>
<td>25</td>
<td>503,25</td>
<td>Arrow Classic Rock</td>
<td>88.7 S</td>
</tr>
<tr>
<td>26</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>27</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>28</td>
<td>VRT/TV1</td>
<td>10</td>
<td>210,25</td>
<td>WDR 2</td>
<td>92.6 S</td>
</tr>
<tr>
<td>29</td>
<td>Ketnet/Canvas *1</td>
<td>11</td>
<td>217,25</td>
<td>WDR 4</td>
<td>90.0 S</td>
</tr>
<tr>
<td>30</td>
<td>TV 5 Europe</td>
<td>30</td>
<td>543,25</td>
<td>NDR 1</td>
<td>94.9 S</td>
</tr>
<tr>
<td>31</td>
<td>TRT *1</td>
<td>32</td>
<td>559,25</td>
<td>NDR 3</td>
<td>95.2 S</td>
</tr>
<tr>
<td>32</td>
<td>Tell Sell</td>
<td>59</td>
<td>775,25</td>
<td>VRT Radio 1</td>
<td>100.9 S</td>
</tr>
<tr>
<td>33</td>
<td>TV OOST *1</td>
<td>12</td>
<td>224,25</td>
<td>VRT Radio 3</td>
<td>99.7 S</td>
</tr>
<tr>
<td>34</td>
<td>INFO TV</td>
<td>21</td>
<td>471,25</td>
<td>BBC World Service</td>
<td>94.3 S</td>
</tr>
<tr>
<td>35</td>
<td>PREVIEUW TV</td>
<td>29</td>
<td>535,25</td>
<td>BBC 3</td>
<td>92.9 S</td>
</tr>
</tbody>
</table>
Explanation of the thermo regulator

On the regulate knob resident find the numbers 1 till 5
By turning the knob, resident can regulate the temperature in the room.

* = OFF

�� = 20° degrees Celsius (daytime heating)
�� = 14° degrees Celsius (night time heating)
1 = 12° degrees Celsius/54° degrees Fahrenheit
2 = 16° degrees Celsius/61° degrees Fahrenheit
3 = 20° degrees Celsius/68° degrees Fahrenheit
4 = 24° degrees Celsius/75° degrees Fahrenheit
5 = 28° degrees Celsius/82° degrees Fahrenheit
**Environmental Information**

IIH feels that they should be active as to take measures for the protection of the environment. Using the correct cleaning material and saving energy can contribute. Many inhabitants know little of the already existing environmental actions or about their own possibility to help protecting the environment.

What has been done until now?
Most accommodations have double glazing, central heating system and thermostatically controlled temperature regulators and radiators. Where possible, we use special energy saving light bulbs. Using timers in common rooms so light switches off automatically after a certain time. In the bathroom we have placed special toilets with flush interrupter buttons.

Saving energy
In the field of energy saving a lot still needs to be done. Our central heating system automatically adjusts to the outside temperature. Some residents have their central heating on with open windows. Please turn the central heating down when you leave your room. The consumption of electricity can also decrease if everyone, when leaving the room for a long time will switch off the light, turn off the stereo-set, television and the computer.

Saving water
Toilets are equipped with a flush interrupter. In using these toilets water can be saved by pushing back again the flush button shortly after this button has been pushed in the usual way. In this way, the water reservoir does not completely empty and so it takes less water to fill up again.

To conclude
We expect that together with you all, it will be possible to make an essential, positive contribution to the environment. Please don’t think “Why should I do these things, while others don’t try at all! Your actions are most important, what you do, will make or break the environmental protection. Every contribution will help. Also look further than your own accommodation. Also in the common rooms you can help making a difference. If you watch television in the common rooms, turn off the TV when you leave and no one else is watching anymore. Turn of the lights if you are the last one to leave a room. Turn of ovens, toasters, cooking hoods and cooking plates in kitchens not only for saving energy but also for safety reasons. Close balcony doors when heating system is on.

Some additional tips:
- Turn of the heating system before you go to sleep.
- Use a dark screen/black screen saver on your PC.
- Do not place a bed, chair or other item in front of the heather. This will block the warmth.
- A dropping water tap can spoil more than 10,000 litres a year, please report to the Reception when your water tap is dropping.
- If your toilet keeps on flushing, a lot of water is spoiled, please report to the Reception for repair.
- If you wash the dishes use a dish wash tub or fill the sink with water, you will use less water than if you do the dishes with constant running water.
- If you brush your teeth, use a cup of water instead of keeping water running, also if you shave, do not keep the water running.
- If you prepare food, use a lid on your cooking pots. The food will reach the boiling temperature sooner, using less energy.
Rules, regulations and responsibilities Schermerhorn Lounge

Purpose
The Schermerhorn Lounge serves as a social meeting place for residents of the ITC International Hotel (IIH), in particular students of the Faculty for Geo-Information Science and Earth Observation (ITC).

Use of the facilities
The Schermerhorn Lounge is accessible to all residents of IIH on a 24 hours basis and not available for private parties limited to exclusive groups of residents.

Regular activities
- Disco’s and parties organised by the SAB open to SAB members only.
- Events organised by the SAB like bingo’s, movie presentations etc.
- SAB Happy Hour on Fridays as from 20:30 hours. Bar can be open till 02:00 hrs. maximum.

Maintenance, repair and replacement

<table>
<thead>
<tr>
<th>Description item</th>
<th>responsible for repair</th>
<th>Description item</th>
<th>responsible for repair</th>
</tr>
</thead>
<tbody>
<tr>
<td>All furniture tables and chairs</td>
<td>IIH</td>
<td>Billiard &amp; Billiard sticks *</td>
<td>SAB</td>
</tr>
<tr>
<td>Beamer and accessories</td>
<td>IIH</td>
<td>Football game *</td>
<td>SAB</td>
</tr>
<tr>
<td>Music Installation &amp; speakers</td>
<td>IIH</td>
<td>Table tennis [not in lounge] *</td>
<td>SAB</td>
</tr>
<tr>
<td>Microphones</td>
<td>IIH</td>
<td>Indian Game *</td>
<td>SAB</td>
</tr>
<tr>
<td>Fridges of the bar</td>
<td>IIH</td>
<td>Darts *</td>
<td>SAB</td>
</tr>
<tr>
<td>Satellite receiver</td>
<td>IIH</td>
<td>Piano *</td>
<td>SAB</td>
</tr>
<tr>
<td>TV/video and DVD</td>
<td>IIH</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Showcase for sport cups</td>
<td>IIH</td>
<td>*can only be used for free by SAB members Non members</td>
<td></td>
</tr>
<tr>
<td>Safety lockers</td>
<td>IIH</td>
<td>not free of charges.</td>
<td></td>
</tr>
</tbody>
</table>

For more information about SAB membership see [http://www.itc.nl/Pub/study/Student-life/Student-Association-Board](http://www.itc.nl/Pub/study/Student-life/Student-Association-Board)

Regulations
- SAB will place a schedule in the Lounge (and provide a copy for the Reception) indicating the name(s) of responsible commissioners per activity.
- SAB is responsible for the state of the Lounge upon finishing an activity/party. Cleaning of the bar and fridges is the responsibility of SAB.
- All bottles, cans, glasses, cups, snacks etc. should be removed upon finishing an activity/party.
- Chairs and tables should be replaced to the original right position.
- The floor should be cleaned with a broom and liquid substances should be removed.
- The Schermerhorn Lounge will be cleaned daily by the Housekeeping Department.
- If Hotel staff finds the lounge in a bad condition, the responsible commissioner will be contacted to arrange immediate cleaning of the Lounge.
- If there is no response from the commissioner, no name of a commissioner to be contacted, or if the Schermerhorn Lounge is not cleared up properly, IIH will make the necessary arrangements and charge the costs to the SAB.
- Cleaning material such as garbage bags, dishcloths, bucket, broom etc. are provided by IIH. These can be obtained through the Reception.
- Activities causing noise, such as through music should be terminated ultimately at 02:00 hrs. The volume of the music will be lowered as of 24:00 hrs.
- The responsible commissioner is obliged to respond to a request from Hotel staff or Hotel Security for lowering the volume of the music.
- (Re)placement of recreational items can only be carried out after consulting IIH Management.
- The presence of a skilled emergency person during events is the responsibility of SAB. SAB will inform the reception about name and telephone number of this person.

Other
- It is not permitted to use the Schermerhorn Lounge for group gatherings or group diners. IIH Staff will end these gatherings immediately.
- The Schermerhorn Lounge is not available for non-residents/third parties.
- It is not permitted to organise sales in the Schermerhorn Lounge.
- Cooking is not allowed in Schermerhorn Lounge.
**Rules, regulations and responsibilities Table Tennis Room**

**Purpose**
The Table Tennis equipment can only be used by SAB members. More information on the membership you can find on the internet page of ITC’s SAB. 
http://www.itc.nl/Pub/study/Student-life/Student-Association-Board

**Use of the facilities**
The Table Tennis Room is accessible on a 24 hours basis. In principle the Table Tennis Room is not available for private parties. Exceptions to this principle are granted for special, exclusive, events which require explicit prior approval of IIH Management.

**Maintenance, repair and replacement**
ITC Educational Affairs and the SAB are responsible for maintenance, repair and replacement of the table tennis tables and accessories.
- All users are expected to leave the room and tables in a clean and tidy condition after use.
- Smoking is not allowed in the table tennis room

**Rules, regulations and responsibilities Party Room - The Globe**

**Purpose**
The Party Room serves as a social meeting place for the residents of the ITC International Hotel (IIH), in particular the students of the International Institute for Geo-Information Science and Earth Observation (ITC). It can also be reserved for private (non-commercial) parties limited to exclusive groups of residents.

**Use of the facilities**
The Party Room is accessible to all residents of IIH on a 24 hours basis unless it has been booked for a private party.

**Maintenance, repair and replacement**
IIH is responsible for maintenance/repair/replacement of all furniture, tables, chairs, fridges, microwave, TV and DVD. Defects can be reported to the reception.

**Cleaning**
The room will be cleaned daily by the Housekeeping Department.

Reservations for private parties/activities
Should be made 5 days in advance by means of a form that can be obtained at the reception. The booker is obliged to attend his/her own party.
A deposit has to be paid to the Reception.
The booker is obliged to report to the reception immediately after the party. The deposit will be refunded upon clean and tidy delivery of the Globe. If the booker does not report to the reception immediately after the party for a final inspection, the booker is no longer entitled to a refund of the €50.00 deposit.
The booker will be held responsible for any damage to the room and/or its furniture and therefore will be charged for the full costs of repair and/or replacement.
To prevent undue noise doors should be closed during the party.
A party is obliged to respond to a request from Hotel staff or Hotel Security for lowering the volume of the music/noise and keep the emergency doors closed.
Activities can last till 24:00 hrs.
The booker is responsible for the state of the room upon finishing an activity/party.
All bottles, cans, glasses, cups, snacks etc. should be removed upon finishing an activity/party. Cleaning material such as garbage bags, dishcloths, bucket, broom etc. are provided by IIH. These can be obtained from the Reception. Chairs and tables should be replaced to the original position. No extra furniture is allowed. The floor should be cleaned with a broom and liquid substances should be removed. If Hotel staff finds the room in a bad condition, the deposit will not be refunded to the responsible party. If you have any doubts regarding the activities you are planning in the globe, please contact Hotel Management.

Other Parties/activities organized by non-residents are not permitted. If booker invites non-residents, booker is responsible for their behavior. Booker is responsible for informing non-residents about rules and regulations. Bikes/cars need to be parked at Stadsweide. It is not allowed to park cars on the ramp, behind the hotel. It is not permitted to organize sales nor commercial events or activities for external organizations/groups. Cooking is not allowed. The only permitted electrical appliance is the microwave that IIH placed in the kitchen of the Globe.

These rules, regulations and responsibilities were set on 04-05-05 by the SAB, dean of students and IIH management and adjusted on 06-04-16