

Your Student Handbook



COLLEGIATE

Madrid Chamartín



Contents

1.	<i>Welcome</i>	7
1.1.	Nice to meet you!	8
1.2.	Overview	8
1.2.1.	Bicycles	8
1.2.2.	Parking	8
1.2.3.	Mail and parcel	9
1.2.4.	Public transport	10
1.3.	We can fix it!	11
1.3.1.	Loss of key	11
1.3.2.	Maintenance	11
1.3.3.	Emergency Repair	11
1.4.	Your rental	12
1.4.1.	Rent Payment Dates	12
1.4.2.	Collegiate Portal: Payments	12
1.4.3.	Renew your booking	12
2.	<i>General information of the contract</i>	14
2.1.	Check-Out	14
2.1.1.	Room change	14
2.1.2.	Check out process	14
2.2.	Extra charges for damage or cleaning	15
2.3.	Personal elements in the studio	16
3.	<i>Your new community</i>	18
3.1.	Student Offers & Discounts	18
3.1.1.	Public transport	18
3.1.2.	Museums	19
3.1.3.	Mobile phones	19
3.1.4.	Your new city	20
3.1.5.	Stay up to date	20
3.2.	Collegiate Community	21
3.3.	Nearby services	21

4.	<i>The property</i>	24
4.1.	Services and security	24
4.2.	Cleaning service	24
4.3.	Internet	24
4.4.	Facilities	25
4.4.1.	Swimming pool - In summer season from 12:00pm to 9:00pm	25
4.4.2.	Fitness Center - 24/7	25
4.4.3.	Txokos / Dining Rooms / Terraces - from 10:00am to 12:00am	25
4.4.4.	Cinema - from 11:00am to 11:00pm	25
4.4.5.	Study rooms - 24/7	25
4.4.6.	Parking	26
4.4.7.	Bike Storage	26
4.4.8.	Garden Patio	26
4.4.9.	Laundry - 24/7	26
4.5.	Loan of Tools and Appliances	26
5.	<i>Rules and behavior</i>	28
5.1.	Important rules	28
5.2.	Tips for getting along with your neighbors	28
5.2.1.	Respect the space of others	28
5.2.2.	Be considerate of noise	29
5.2.3.	Uncivil behaviour	29
5.2.4.	Your guests	29
5.3.	Disciplinary proceedings for offences	30
6.	<i>Good cleaning</i>	32
6.1.	Clean living	32
6.2.	Eco-friendly living	32
7.	<i>Stay safe and secure</i>	34
7.1.	Our staff can help!	34
7.2.	Health in Spain	34
7.3.	Useful contacts	34
7.4.	General security	35
7.5.	Fire Safety & Prevention	35
7.6.	Company Commitment	36

8.	<i>Equality and Diversity</i>	38
8.1.	Company Rules	38
8.2.	Privacy	38
9.	<i>Claims processing</i>	40
9.1.	Procedure	40
9.1.1.	Informal	40
9.1.2.	Formal	40
9.2.	Confidentiality	40
10.	<i>Protection of Personal Integrity</i>	42
10.1.	Harassment	42
10.2.	Wellness and Mental Health	42



1. Welcome

Hello!

You're about to find out everything you need to know about your new home in Madrid.

Take a look at this manual to find the answers to all your questions. If there's something you're still unsure about, our staff will be happy to help.

The manual also contains a couple of rules, but don't worry, they are very easy. These are just simple guidelines to ensure that you, and your fellow residents, feel free, safe and ready to enjoy your university years.

So, make yourself comfortable and let us walk you during your stay at Collegiate Madrid Chamartin.

1.1. Nice to meet you!

You can contact the accommodation via whatsapp, email or phone:

- Phone: +34 680 202 979
- Email: madridchamartin@collegiate-ac.eu

The email address and mobile phone number you booked the room with will be used to contact you.

Please regularly check your messages and save our number among your contacts so that you can receive all communications.

If you would like us to use a different email address or mobile phone, please let any member of the reception team know.

Additionally, here is the address of the residence:

Collegiate Madrid Chamartín, C/ Agustín de Foxá 34, 28036, Madrid.

1.2. Overview

1.2.1. Bicycles

Getting around by bike is a great way to exercise and a cheap and fun way to explore Madrid. If you bring your bicycle you can park it easily, since in the residence we have a specific parking lot for this. All you have to do is talk to a member of the Accommodation Team and fill out a form.

It is advisable to always leave the bike tied with two locks: one to secure it to a bracket next to the front or rear wheel and the other to go through the remaining wheel and frame. This way, there's no chance that when you come back you'll find that all you have left is a wheel.

Please note that we cannot be held responsible for any loss or damage to bicycles left in the parking lot. If any problems arise, please notify the police and the Accommodation Team.

1.2.2. Parking

We have underground parking. If you need a place, please contact the property team for availability and rates.

The use of the car park is not included in the rent, it is an additional payment. These are the rates:

Cars

- Month 120€

Motorcycle

- Month 90€

If you rent a space, you will be given a specific card for parking. Contact the Accommodation Team to activate it.

Please note that the car park is not permanently guarded, and that Collegiate is not responsible for damage or theft during use.

1.2.3. Mail and parcel

Both mail and parcels will be delivered at the reception.

If your submissions need to be signed, a team member will sign it for you happily. Please make sure that when placing your order you use the full address. That is, you should include your room number as well.

Here's a template of how it should look:

*Your Name and Your Surname – **Your Room Number***

Collegiate Madrid Chamartín

Calle Agustín de Foxá 34

28036 Madrid

To collect the packages received, you will have to sign a register indicating your room number and the number of packages collected.

Please note that the Accommodation Team and Collegiate are not responsible for loss or damage to packages and deliveries that have not been signed for at reception.

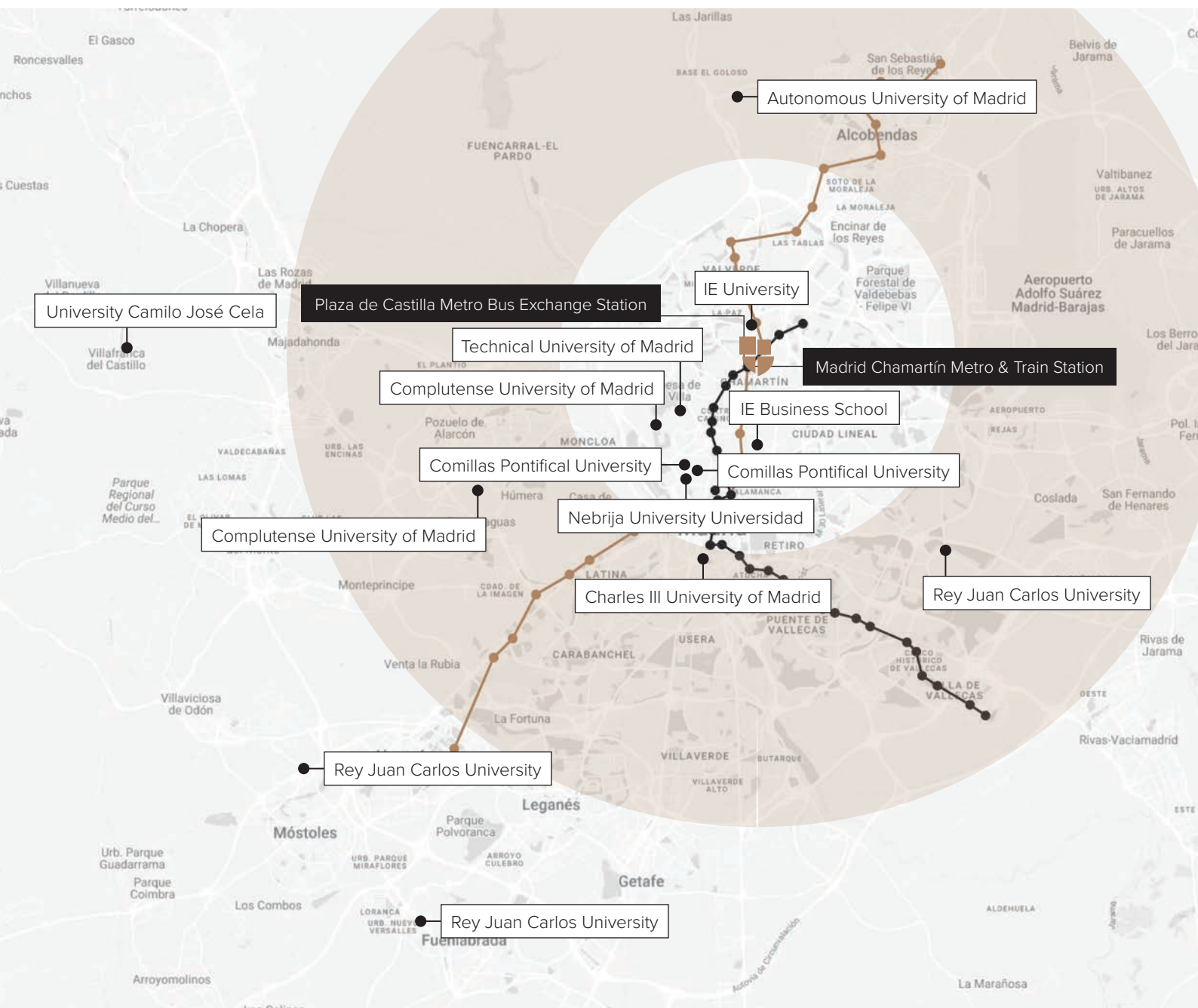
1.2.4. Public transport

Near the residence you have many ways to get around Madrid. Right next to us is the Chamartín station, from where you can take suburban trains and even medium and long distance trains. Additionally, in this station you will also find the metro, which can connect you with different points in Madrid thanks to lines 10 and 1.

The station is also connected with Cercanias lines C-1, C-2, C-3, C-4, C-7, C-8 and C10 which offer fast connections to Madrid city centre and many point of interest outside the city.

Just a 5-minute walk away you will find the Plaza de Castilla interchange, where you can take buses to tour the city and the surrounding area. In addition, at the interchange you will also find metro lines 9, 1 and 10.

Collegiate Madrid Chamartín is very well connected to the different universities, you can check it on this map.



1.3. We can fix it!

1.3.1. Loss of key

These things happen, so don't worry. If you lose the key we can replace it (at an additional cost of €15), you just have to ask for it at reception. Either way, take care of it, store it well, and remember where you left it.

1.3.2. Maintenance

Things wear out and break, that's life! But we want you to feel that your studio is always in perfect condition, so you will always have the maintenance staff at your disposal to fix those little things that may arise during your stay with us.

When you need to repair something, simply log in to your portal and create a maintenance request. You should keep in mind that it will be solved according to the planned work during the day according to the urgency.

From the portal you can also authorize the staff of the residence to enter or not to enter your room when you are not there to carry out the work. Once this has been resolved, you will receive an email notifying you.

1.3.3. Emergency Repair

Whatever the problem, it is important that you report to maintenance as urgently as possible. Whether it's an urgent repair (such as a broken pipe), or a less urgent repair (such as a clogged drain), staff need to be informed so that the repair is carried out as efficiently as possible.

1.4. Your rental

1.4.1. Rent Payment Dates

For those residents who pay in installments, these are the payment dates:

	Booking fee	Payment in full - Expiration date	Payment in installments - Due dates	
12 months	500€	06/08/25	5 months	06/08/25
			5 months	05/01/26
			2 months	04/05/26
10 months	500€	06/08/25	4 months	06/08/25
			4 months	05/01/26
			2 months	04/05/26
5 months	500€	06/08/25		
5 months	500€	05/01/26		
6 months	500€	05/12/25		

You can also find this information in the contract.

Please note that we do not accept cash, card or check payments. Payments must be made through the Portal only. From there you can make payments by debit or credit card, or through bank transfer.

You can see all the information about it in the Portal > Payments Section.

1.4.2. Collegiate Portal: Payments

You will be able to manage payments directly from your portal using the credit/debit card of your choice.

Extra services, such as cooking packages or cleaning services will also have to be purchased through the Portal.

You can access your account here: <https://euportal.collegiate-ac.com>

1.4.3. Renew your booking

We would love it if you decided to stay with us for another academic term. If you want to do this, just wait for the Accommodation Team to inform you when bookings are open.



2. General information of the contract

The contract is legally binding, so we recommend that you know and understand all the terms and conditions well. Here's a summary of the main key takeaways:

- You are obliged to comply with the entire period of the contract: if you leave before the end of the contract, you will not receive a reduction in rent.
- You must pay the amounts corresponding to the rent on the dates indicated in the contract; Outstanding debts will be transferred to a third-party debt collection agency. Once the debt has been transferred to the agency, you will be responsible for all legal expenses.
- The Collegiate team will need access to your room to inspect it, perform maintenance and repairs, as well as show it to prospective students during open houses. We will always give you at least 24 hours' notice (unless this is not possible).
- Collegiate is not responsible for any loss or damage to any resident's property, whatever the circumstance. Contents insurance is not covered by the accommodation contract.
- If you are not sure what your legal obligations are, please check the contract and let us know if you have any questions.

2.1. *Check-Out*

2.1.1. Room change

We want to make sure that you are 100% comfortable during your stay with us, so if for any reason you are not happy in your studio, you can contact us at reception. Please note that we cannot guarantee a room change, as almost all of our studios are occupied or assigned to residents. Instead, be patient and try to settle in and get to know your new mates. Please note that if the change is possible, we charge an administrative fee of 50 euros, including the preparation of a new contract.

We have found that most students adapt in the first weeks, make friends and then do not want to change studios, but if you really think you would like to change, tell the Accommodation Team and we will do our best to find you a more suitable studio as soon as possible.

2.1.2. Check out process

We are always sad when residents leave, but we know that everything has to end at some point.

One of the conditions of the contract is that you must book an appointment and meet with a member of the team to carry out an inspection of your room before your departure to check the status of the studio. There are a few requirements for your last day:

- The room must be clear of all your belongings by 12 noon.
- You must return the keys to reception
- Make sure the room is clean before you leave

2.2. Extra charges for damage or cleaning

Below, we detail the expenses in case of damage to any of the furniture:

Code		Description	Price per Item
Sleeping Area	1.2	Bed frame with two drawers 1350x2000mm	625,08€
	1.5	Bed headboard (W1350xH1100xD30mm)	110,58€
	1.7	Wall-mounted bookcase (W1350xH250xD400mm)	142,77€
	1.8	Bedside table (W350xD350xH540mm)	104,27€
	1.12	Mattress 1200/1350mm wide	186,00€
	2.6	Desk (L3505 x D550 x H750 mm) PREMIUM i /MAT NON-SLIP	290,83€
	2.7	Set of drawers 550mm deep	292,16€
	2.15	Media unit (W1325xD250xH720mm)	201,45€
	2.16A	40" TV	198,50€
	2.18A	Desk chair (ALTERNATIVE)	161,87€
	2.19	Base Premium Desktop Metal Frame (W60xD60xH720mm)	418,49€
	2.20	Non-slip surface for desk (integrated into desk) - A2 size (i/ in desk price)	50,00€
	4.1	Armchair	544,19€
	4.2	Wall coat racks (Set of 2)	26,93€
	4.3	40 cm diam side table.	758,28€
Kitchen Area	5.1	Under sink cabinet	167,72€
	5.2	Trash can integrated into low cabinet with sink	64,74€
	5.3	High over sink cabinet	160,97€
	5.4	W600xD600xH750mm Integrated undercounter refrigerator cabinet	75,94€
	5.5	Tall cabinet with integrated microwave and top storage	171,19€
	5.8	Integrated low oven cabinet and fixed panel	153,50€
	5.9	Tall cabinet with extractor	225,46€
	5.13	W2280 x H260 mm Fixed front panel top to ceiling	48,23€
	5.14	W995 x H390 mm Side panel closure upper cabinet	37,53€
	5.15	W600 x H840 mm Side panel closure. Lower cabinet	41,89€
	5.19	W2280x H100mm socket	26,51€
	5.24	Open base unit with shelf (Premium)	157,72€
	5.25	W600 x D390 x H750 Open Wall Shelving (Premium)	153,51€
	5.30	Premium L-shaped kitchen countertop L2300 +1400mm x 600 mm	612,63€

Kitchen Area	5.31	Breakfast Bar Pie - Color: Bitter Chocolate	33,92€
	5.32	Breakfast bar stool	159,82€
	5.33	Drainer with tray	36,85€
	5.37	Wall Cladding for Kitchen Countertop (625Hx2920LX10D) (Premium)	531,44€
Kitchen Appliances	6.1	400/450mm Undermount stainless steel sink	154,10€
	6.2	High spout single-lever tap	78,96€
	6.3	Integrated undercounter refrigerator with freezer tray	312,46€
	6.4	Built-in microwave (H378mm, W560mm, D340mm)	180,83€
	6.5	2/3-burner induction cooker	246,71€
	6.7	Kitchen extractor	99,05€
	6.8	Multifunction Oven (H595mm, W595mm, D551mm)	193,90€
Electric	7.1	Pendant lamp	74,98€
	7.2	Integrated LED strip under kitchen wall units (separate switches) 1100mm	47,15€
	7.3	Integrated LED strip under high kitchen cabinets (separate switches) 600mm	42,55€

Any costs for damage caused, or for the need to repair elements and parts of the residence not included in this list, both in rooms and/or common areas of the property (a complete list of elements and prices of common areas can be provided to the student on request, as it has not been included in this guide as it is too long), will be verified and estimated on a case-by-case basis according to the actual cost and will be charged directly to the person responsible, after notification of the amount to be paid. If they wish, the resident may request an invoice for the costs they will have to face.

Certain elements may entail an extra cost taking into account factors such as: the price of shipping, availability, price changes over the years... The prices of some elements can increase by up to 50%.

2.3. *Personal elements in the studio*

You can bring small furniture or other decorative objects only if they are authorized by the Accommodation Management/Team. Please check with the Accommodation Team if you would like to bring any additional items to your room.



3. Your new community

Madrid is a city full of energy and opportunities, ideal for those students looking for a lively and cosmopolitan environment. From the friendliness of its people and its welcoming atmosphere, to its incredible cultural and leisure offerings, Madrid is a place that never ceases to amaze. The city seamlessly blends the modern with the traditional, with a dynamic city center that can be easily navigated by public transport or on foot, and quiet areas such as its many parks, where you can disconnect from the daily hustle and bustle.

Throughout the city, you will find a wide variety of shops, restaurants, cafes and fast food stores, offering options for all tastes and budgets. Whether you want to try typical dishes such as the squid sandwich or enjoy an international meal, in Madrid you can find it all.

In addition, the city is always on the move, with events and festivals throughout the year, live concerts, markets, museums, and a nightlife that never stops. From the bustling center to the quieter neighborhoods, such as Malasaña or Chamberí, Madrid has something special to offer each of its visitors - you'll love it!

If you have any questions or need a local recommendation, the residence team will be happy to share their best tips on restaurants, bars, shops and secret places in the city.

3.1. *Student Offers & Discounts*

Madrid welcomes national and international students who choose to study at its universities and schools. Don't forget to check with your university about the discounts available with the Student Card. In addition, with the Youth Card you can enjoy discounts on transport, leisure, restaurants and more, both in Madrid and throughout Spain.

3.1.1. Public transport

In Madrid, there are several transport pass options to suit the needs of residents and visitors, especially useful for students. Here is a summary of the main ones:

1. 30-day Transport Pass:

- **Normal:** Ideal for residents, it offers unlimited travel on the metro, buses, and commuter trains within the zones you select.
- **Youth Pass (up to 26 years old):** It offers the same service as the normal pass, but with a significant discount for young people up to 26 years old. It is ideal for students and allows you to travel in the same areas, with 30-day or annual options.

2. Tourist Pass:

- Aimed at tourists, it offers unlimited access to public transport for 3, 5, 7 or 10 days, covering all areas of Madrid. It is very convenient for those who visit the city and plan to use transportation frequently.

3. Renfe Cercanías season tickets:

- Apart from metro and bus passes, there are also special passes for suburban trains, which can be purchased depending on the areas you are travelling through.

Passes can be obtained at automatic machines in metro stations, in customer service offices, or through mobile applications. In addition, it is important to remember that many passes may have cheaper prices if used with the **Multi Card**, which is a rechargeable card that facilitates the use of transport.

3.1.2. Museums

Madrid has plenty of museums to suit all tastes, from classical to modern art, and the best part is that many are close to each other. Here's a summary:

1. **Prado Museum:** It is the most famous and one of the best in Europe. It has impressive works by painters such as Velázquez, Goya, Hieronymus Bosch and many more. If you like classical art, it's a must.
2. **Reina Sofia Museum:** If you prefer modern art, this is the place. Here you can see Picasso's famous Guernica and many other contemporary works by artists such as Dalí or Miró. Perfect for those looking for something more current.
3. **Thyssen-Bornemisza Museum:** This museum is like a journey through different eras of art. It has a huge collection ranging from Flemish primitives to modern art. It is a perfect mix between the ancient and the contemporary.
4. **Sorolla Museum:** If you are a fan of the Spanish painter Joaquín Sorolla, this is his museum. He is in his old house and you can see his work in a very intimate way. In addition, it has a beautiful garden.
5. **Museum of History of Madrid:** If you are interested in knowing more about the history of the city, this museum is perfect. Here you can see what Madrid was like at different times and how it has evolved.
6. **National Archaeological Museum:** For those who love ancient history, this museum has an impressive collection of archaeological objects from all over Spain, from prehistoric times to the Middle Ages.
7. **Museum of Natural Sciences:** Ideal for those interested in biology, geology or dinosaurs. This museum has super didactic and quite interactive exhibitions.

In addition, there are plenty of smaller museums and contemporary art galleries throughout the city, making Madrid an art lover's paradise. And the best part is that, with the **Student Card**, many of these museums have discounts or even free admission. So there's no excuse not to explore them!

3.1.3. Mobile phones

When you arrive in Spain, the first thing you will want is to have a Spanish number so that you can stay in touch with your family and friends. Here are some easy options:

1. **Prepaid SIM cards:** This is the fastest and cheapest option. You can buy them in Movistar, Vodafone, Orange or MásMóvil stores (even at the airport). You just need your passport and you're good to go. You can top it up whenever you want and you don't have to worry about long contracts. There are special plans for students that include data and calls at a good price.
2. **SIM cards with a contract:** If you are going to stay longer and want something with more benefits, you can opt for a plan with a contract from one of the large operators. You only need your passport or NIE, and maybe a Spanish bank account.

3. **Virtual operators (MVNOs):** If you are looking to save, look at options such as Pepephone, Simyo or Lowi. They are cheaper because they use the network of other companies (such as Vodafone or Movistar), but they have good prices and coverage.

In general, if you only need a number for basic calls and data, the prepaid SIM will suffice. And don't forget to always carry your passport or NIE with you when you go to buy the card. That's how easy it is to get connected!

3.1.4. Your new city

Madrid is a city full of things to do, and even more so when you are a student! Here are some ideas:

1. **Culture and museums:** If you like art, you can't miss the **Prado Museum**, the **Reina Sofia** or the **Thyssen-Bornemisza Museum**. Many offer student discounts, so take advantage. You can also visit the **Sorolla Museum** or the **National Archaeological Museum** if you are interested in history.
2. **Enjoy the parks:** The **Retiro Park** is perfect for relaxing, picnicking, or renting a boat on the pond. If you prefer something bigger, the **Casa de Campo** offers plenty of outdoor activities.
3. **Go out for tapas:** Madrid is full of bars and restaurants where you can enjoy typical tapas. Barrio de **La Latina** is a classic for tapas, but you can also explore **Malasaña** or **Chamberí** to discover new places.
4. **Party and nightlife:** Madrid has an incredible nightlife. The neighborhoods of **Malasaña**, **Chueca** and **Huertas** are full of bars, clubs and discos where you can enjoy until late. Don't forget to check out the college parties that are usually very popular with students.
5. **Tourist attractions:** In addition to museums, you can visit iconic places such as the **Royal Palace**, the **Sun Gate**, or the **Temple of Debod** to see breathtaking sunsets. You can also go to the **Santiago Bernabéu Stadium** if you are a football fan.
6. **Shopping:** If you like shopping, **Gran Vía** has shops of all kinds, from fashion to technology. You can also visit the **Rastro** on Sundays to find antiques and unique items. You can also go to **Caleido**, a shopping centre located 10 minutes walk from the residence.
7. **Excursions:** Madrid is very well connected for day trips to nearby places such as **Toledo**, **Segovia** or the **Sierra de Madrid**.

And of course, there are always festivals, concerts, and activities for students, so you won't be bored for a second!

3.1.5. Stay up to date

To keep up to date with the events and happenings of the city, we recommend that you stay informed through the official website of the Madrid City Council <https://www.madrid.es/portal/site/munimadrid>.

We also recommend you follow accounts such as @madridsecreto, @conciertospormadrid, @planesmadrid, @cityconfidential or @muchofomo – in them you can see content of recommendations of all kinds and updated!

3.2. *Collegiate Community*

Community living is a key part of the college experience. At Collegiate we have done everything possible to make you feel at home: a great atmosphere, surrounded by friendly people and with a real sense of community (although of course, you will also have your own space).

We want you to enjoy your time with us to the fullest and that, when the time comes to leave, you remember those years with a smile.

Would you like to make the most of your stay here? Well, get ready, because our team organizes events throughout the year so you can meet your colleagues, relax and, of course, have a good time.

We love sharing the energy that fills our residence with everyone! That's why, during our events, we'll be taking photos and videos for our social media, showcasing how amazing it is to be part of this community. By attending the events, we will assume that you agree to appear in our content.

3.3. *Nearby services*

A short distance from the residence, you can find numerous services that will be very useful in your daily life, such as:

1. Nearby pharmacies

Trébol Pharmacy

Address: Calle de Agustín de Foxá, 25

Opening hours: Daily: 9:00 - 21:30

Núñez Morgado Pharmacy

Address: Calle de Núñez Morgado, 11

Opening hours: Monday to Friday: 8:30 - 20:00, Saturday: 10:00 - 13:30

2. Nearby supermarkets

Mercadona

Address: Calle de Mauricio Legendre, 15

Opening hours: Monday to Saturday: 9:00 - 21:30

Carrefour Express

Address: Calle de Núñez Morgado, 7

Opening hours: Monday to Sunday: 9:00 – 23:00

3. Nearby banks

Banco Santander

Address: Calle Agustín de Foxá, 32

Opening hours: Monday to Friday: 9:00 - 14:00

CaixaBank

Address: Calle de Agustín de Foxá, 23

Opening hours: Monday to Friday: 9:00 - 14:00

BBVA

Address: Calle Enrique Larreta, 4

Opening hours: Monday to Friday: 9:00 - 14:00

4. Nearby Health Centers**Nuñez Morgado Health Center**

Address: Calle de Nuñez Morgado, 4

Opening hours: Monday to Friday: 8:00 - 21:00 (Appointment)

Telephone: 913 14 31 51

Hospital la Paz

Address: P.º de la Castellana, 261, Fuencarral-El Pardo, 28046 Madrid

Opening hours: Monday to Friday: 24h

Telephone: 917 27 70 00

Olympia - Grupo Quirónsalud

Address: P.º de la Castellana, 259, Fuencarral-El Pardo, 28046 Madrid

Opening hours: Monday to Friday: 8:00 - 21:00

Telephone: 914 10 12 00



4. The property

4.1. *Services and security*

Our team will be happy to help you with any questions about the city, transport or leisure. In any case, we will keep you informed about future events so that you can enjoy our common areas to the fullest.

In the residence you will have:

- High-speed Wi-Fi throughout the building
- Secure Access & Security Cameras
- All-inclusive rates: heating, electricity and water

We offer a 24/7 staffed building. Do not hesitate to stop by reception and meet our team.

4.2. *Cleaning service*

You can request the cleaning service for your room from the portal. Once the service has been confirmed, the Accommodation team will indicate the day and time when the cleaning will take place.

Remember that this is an additional service and is not included in the room rate!

4.3. *Internet*

Broadband and Wi-Fi are available throughout the building 24 hours a day so you can always stay connected.

Wired connections are available via an Ethernet cable plugged into the room's power outlet – simply open your browser and follow the instructions.

For wireless connections, follow these steps:

1. Connect to the **ASK4WIFI** network.
2. Visit **signup.ask4.com**
3. Follow the instructions to create your account.

And if you have a new device:

1. On the new device, log in to **myaccount.ask4.com**.
2. Click on the option to “**activate this device.**”

4.4. Facilities

4.4.1. Swimming pool - In summer season from 12:00 p.m. to 9:00 p.m.

Our residence pool is the perfect place to cool off and relax between classes. A quiet and comfortable space where you can enjoy a good swim, study outdoors or spend a pleasant time with your classmates. Don't forget your towel!

4.4.2. Fitness Center - 24/7

The gym is open 24/7 and is equipped with all the machines you could need for a more than complete workout.

Would you like to organize a class for your fellow residents? Maybe yoga, Zumba...? Talk to management and they will help you organize it.

The gym is always monitored by video surveillance cameras, but remember that when you train, your safety is first and foremost your responsibility.

4.4.3. Txokos / Dining Rooms / Terraces - from 10:00am to 12:00am

Our txokos offer an ideal space to socialise and relax after a long day of studying.

These rooms can be reserved so that you and your friends can enjoy meetings and dinners. In them you will find everything you need, the kitchen is fully equipped! The only thing you will have to bring are your friends, food and something to drink.

Please note that when using this room you must leave it as you found it and book it in advance at reception.

4.4.4. Cinema - from 11:00am to 11:00pm

You are going to love our cinema space! It is equipped with the latest in audiovisual technology, including a large screen and everything you need to connect all your devices. You can organize your own movie night or get together with your friends to watch the most anticipated match of the year, the choice is yours!

Of course, remember to take care of the equipment and use it respectfully so that everyone can enjoy it too.

4.4.5. Study rooms - 24/7

Your room has everything you need to study quietly: desk, cork and even a TV to connect your devices. If you're in the mood for a change of scenery, you can stop by the study rooms and catch up with other residents!

Access to the library is free, but for the study rooms you need to make a reservation by email, WhatsApp or speak directly to reception.

The study rooms are designed so that you can study in your own way: review, share ideas and solve doubts with others. They are available 24 hours a day, so you can use them when it suits you, day or night.

Remember that sometimes people prefer to study in silence, so be respectful of others and enjoy the space.

4.4.6. Parking

We also provide you with a parking space for your car or motorcycle in our car park for an additional cost.

4.4.7. Bike Storage

You have several points where you can park your bike in the residence, if you can't find them, ask the staff of the accommodation.

4.4.8. Garden Patio

Go outside to get some fresh air and enjoy the garden. It is the ideal place to read, relax with your friends or simply enjoy the sun. Of course, remember to leave everything clean and tidy, so the other residents can enjoy the space just like you.

4.4.9. Laundry - 24/7

If you have dirty clothes, grab your hamper and use our laundry. It is equipped with washing machines and dryers, and you can use them at any time of the day.

How to wash your clothes? Super easy!

1. Scan the QR code below or log in to cclean.app
2. Download page the app on your mobile or visit the website page for this laundry.
3. The laundry name is "Julio"
4. Register and confirm your email
5. Pay for your wash/dry session, choose the temperature and hit Start! Detergent and fabric softener are already included in each wash.

You need help? Contact reception or scan

- Don't overload dryers, and don't put more than half of your clothes wet.
- Follow the washing instructions on the labels.
- Separate colored clothing from white clothing.



4.5. *Loan of Tools and Appliances*

At reception you can borrow everything you need for your room or common areas: from vacuum cleaners and irons to board games - just ask the staff!

For some objects you will have to sign the digital register, and for others we will keep track of who has taken them. Just remember to return everything by 11 p.m. the same day, or you could end up paying a late fee.



5. Rules and behavior

5.1. *Important rules*

At Collegiate Madrid Chamartín we have simple rules to follow to ensure that you and the other residents are comfortable and calm. If you do not comply with these rules, you could cancel the contract, take legal action and even ask for compensation.

Please keep your apartment good and clean condition. Do not modify or move furniture, or put things on the walls, ceiling or floor (such as pictures or posters), unless it is in the spaces designated for it. Also, make sure you don't leave the apartment door open when you leave, and when you leave, lock the door tightly and check that the windows are closed.

If you need any repairs or maintenance, our team will be ready to help! Don't try to do it yourself, let us know and we'll fix it right away.

The apartment has everything you need, both furniture and appliances. Remember that you cannot bring additional appliances such as refrigerators, freezers, heaters, fans, or anything similar that is not provided by the residence.

It is also not allowed to hang or put anything in the windows, window holes, balconies or on the exterior. Nor inside the apartment if it is visible from the outside. In addition, flags or any other type of element that could be seen as a statement (whether political, sporting or otherwise) or that could be offensive or discriminatory, are totally prohibited.

To maintain the balance between studying and resting, we ask that you avoid the television, music, or any other sound device being heard outside your apartment, especially between 9 p.m. and 9 a.m. Outside of these hours, always remember to be respectful of the tranquility and privacy of others.

Do not engage in any commercial, professional or business activities from your apartment - Use the room as a private residential space occupied exclusively by you.

Finally, keep in mind that smoking or vaping is prohibited inside the premises. Smoking/vaping is only allowed in the places assigned for it.

5.2. *Tips for getting along with your neighbors*

We want to make sure everyone enjoys Collegiate Madrid Chamartín, so we ask that you follow a few simple guidelines.

5.2.1. **Respect the space of others**

Please leave the common areas (i.e. study room, bar, lounge, dining room, gym or pool) in the same condition as you found them. It is not allowed to leave personal items such as shoes, umbrellas, etc. in the corridors outside your room, remember that these are common areas, and you must keep your belongings inside your room.

All common areas are cleaned daily by the general housekeeping service offered by Collegiate. To make it happen in the best possible way and to ensure an optimal environment, we need everyone's cooperation: try not to leave or leave objects lying around. Please note that items that are found abandoned in the common areas for more than 24 hours will be removed by the Accommodation Team and discarded when necessary - this includes laundry!

As for communal party rooms (txokos), we ask that they be left as tidy as possible after use, that dishes are washed, cooking surfaces are cleaned, and that fresh food or open packages are not left.

5.2.2. Be considerate of noise

Not everyone has the same taste in music as you, and even if your floormates like what you play, the downstairs neighbor who may be studying isn't going to like it as much.

Also, keep in mind that if you decide to play music outside of your room, chances are that others will too, and that can end up being a scandal.

Remember that, after 11 p.m., it is forbidden to use music amplifiers in the residence (even in the garden!). The Staff may ask you to turn off those devices if you're using them later than allowed, and they may even confiscate them if you do it again.

Additionally, try to be as quiet as possible when entering and leaving your apartment, especially at night when people may be sleeping. And be careful with the doors as they are firewalls: if you slam them shut, they make a tremendous noise, so make sure to close them slowly.

5.2.3. Uncivil behaviour

If other residents are doing something that worries you, it's usually best to talk to them directly, perhaps alongside other affected people. If that doesn't help, then let any member of the property team know to take care of the matter.

If the problem is more serious and you think it needs police intervention, don't hesitate to call the police the moment it happens. The number in Spain is: **091**

5.2.4. Your guests

- All guests have to register at reception.
- If someone sleeps in your room, they can do so for a maximum of six nights a month (either on consecutive days, or throughout the month). Remember that the rooms are designed for one person, so having visitors at night should be an occasional thing.
- You are responsible for the behavior of anyone you invite to your studio. If your colleagues complain or if your guests cause any harm, you will be the one who has to answer for them. So, make sure they are as well behaved as you are!

5.3. Disciplinary proceedings for offences

At Collegiate residences, what matters most to us is that all residents are calm, safe, and comfortable. That's why we make sure everyone knows the rules and, most importantly, that they stick to them. If someone does not comply with the rules, there will be sanctions, which could be economic depending on the seriousness of the case.

Here is a summary of what is already in the accommodation contract and its annexes.

If these are small or isolated violations, you will receive a warning. But if serious or repeated infractions are committed that affect the safety, well-being of the residence or the quality of life of others, a disciplinary process will be followed in several stages. In extreme cases, that can lead to the resident's expulsion and even a lawsuit.

- First warning: notice by staff, via the usual communication channels used at the property (email and/or WhatsApp)
- Second warning: summons to interview with Management

From the second warning, a system of official warnings will be activated in three stages, each of which may lead to the application of a sanction appropriate to the type and frequency in time of the offence committed:

Green Card: 1st official notice, sent by email and physical letter to the resident

Amber Letter: 2nd official notice, sent by e-mail and physical letter to the resident and the guarantor (if indicated in the contract)

Red Card: 3rd and final official notice, sent by email and physical letter to the resident, guarantor (if stated in the contract) and Collegiate attorneys. Following this warning, the immediate expulsion of the resident and the withholding of all amounts already paid related to the contract will be applied.



6. Good cleaning

6.1. Clean living

It is important that the apartment is kept clean. We will carry out regular checks (don't worry, we will let you know in advance when they will be) and we will let you know if you do not pass any inspections.

6.2. Eco-friendly living

We can all do our part to make the planet a greener place, and it all starts at home! Help us make Collegiate Madrid Chamartín a more sustainable place, being more efficient with energy and taking care of resources.

- **Lights:** Turn off the lights when you're not using them.
- **Recycling:** Recycle everything you can: glass, plastics, cardboard... Use the recycling bins we have here. If you don't know how to do this, consult the Accomodation Team.
- **Heating:** If you open the window, the heating and air conditioning in your room will automatically turn off.
- **Water:** Turn off the tap while brushing your teeth so you don't waste water. And if you are going to boil water, do not put more than you really need.
- **Reuse the paper:** Before you throw away that paper you printed by mistake, why not use the other side for notes or use it to make a shopping list?
- **Turn off your computer:** If you're not using it, turn it off. This saves energy.
- **Shower quickly:** Try to reduce your shower time by just a few minutes. Not only do you save water and electricity, but you can also sleep a couple more minutes!
- **Goodbye to paper:** Limit its use, try not to print what is not necessary.
- **Reuse your bags:** Instead of using plastic bags, buy reusable ones. They are perfect for shopping, carrying your lunch, books or even your computer.
- **Wash at low temperature:** Wash your clothes at 30 degrees. Modern detergent works just as well and you save electricity. In addition, your clothes will last longer because they do not suffer as much from the heat.

Small changes can make a big difference!



7. Stay safe and secure

7.1. *Our staff can help!*

We want you to enjoy your stay with us to the fullest. Here you will not only have luxury accommodation, but also a service to match. Our Accommodation Team will always be available to help you with whatever you need, there will be someone at your disposal 24 hours a day!

7.2. *Health in Spain*

In Spain, the health system is public and is called **the National Health System (SNS)**. If you have a **health card**, you can access most medical services for free or with a small contribution. However, as a foreign student, you do not have direct access to the health card if you do not have a work or residence contract, unless you have private health insurance or are covered by your country's Social Security.

Here are the key points:

Private health insurance: If you are a student, you most commonly have private health insurance. With this insurance, you can go to private doctors and hospitals, or some public ones, depending on what your plan covers.

Health insurance through the health card: If you are covered by the Spanish Social Security (for example, if you work part-time), you can access the SNS, which covers almost all your health needs, from consultations to operations. For this, you need to **register** in Madrid and obtain your health card.

Emergency care: In case of emergency, you can go to a **public hospital** regardless of whether you have insurance. Emergency care is free.

Health centres: For general consultations, you need to go to your local health centre, where you will be assigned a GP. To go to specialists or get tested, you'll usually need a **referral** from your GP.

In short, the ideal is that you get private health insurance, especially if you are going to be alone for a while in Madrid. If you plan to stay longer and work, you will be able to access the public system with the health card.

7.3. *Useful contacts*

In case of emergency in Spain, the number to call is 112, which is the general emergency number throughout the European Union. This number works for any type of emergency, whether medical, police or fire, and you can communicate in English if you need to, as many operators speak it.

Emergency services in Spain are generally fast and reliable. It is recommended that you have the number of your embassy or consulate handy in case you need additional assistance during an emergency.

Remember that, if you have health insurance, you can also contact your insurer to help you coordinate care in private hospitals or specialized medical services.

7.4. General security

Here are some simple tips:

Close your windows and make sure your bedroom door closes properly when you leave.

Do not touch or move fire safety equipment - This includes fire extinguishers and emergency doors. Also make sure you know what to do in case of a fire and always follow safety regulations.

Keep an eye out for strangers around the building. You won't know everyone at first, but if someone seems suspicious, let the property team know. Don't let anyone in you don't know or who doesn't look like a resident. If they are residents, they should have their own key, if they forgot it, they could contact the Accommodation Team.

Always carry the key with you, and don't leave it with anyone.

7.5. Fire Safety & Prevention

- It is very important to know what to do if there is a fire. Check the evacuation procedure that you will find on the bulletin boards.
- When you arrive at your new room, make sure you know where the nearest emergency exit is. Also take a look at the safety signs that are throughout the building so you know how to get out from anywhere.
- Locate the meeting point in case of evacuation. Details are on the information panels in the building and at reception.
- Knowing where the fire extinguishers are is key. The signs in the building tell you how to use them, but you should only use them if you're sure how to do it. In any case, always follow evacuation instructions.
- The meeting point is outside the building fence, make sure you know how to get there.
- If you see that something is blocking the emergency exits, alert a team member. Do not store your bike in the room or block the exit path.
- Never use the elevators in the event of a fire.
- If you have already evacuated, do not attempt to re-enter until a team member or firefighters give you permission.
- If the fire alarm sounds, you must evacuate no matter what time of day. Quickly make your way to the meeting point.
- Do not use fire equipment incorrectly. It is there for everyone's safety, and it must always be in perfect condition.
- Do not bring furniture not approved by the Accommodation Team. We just want to make sure everything is in a safe condition.
- You can't smoke inside the building, not even in your room. If you smoke outside, please use ashtrays.

- Don't let things build up that could be a fire hazard in your studio. The following items are not allowed:

Fryers

Halogen lights

Candles or oil burners

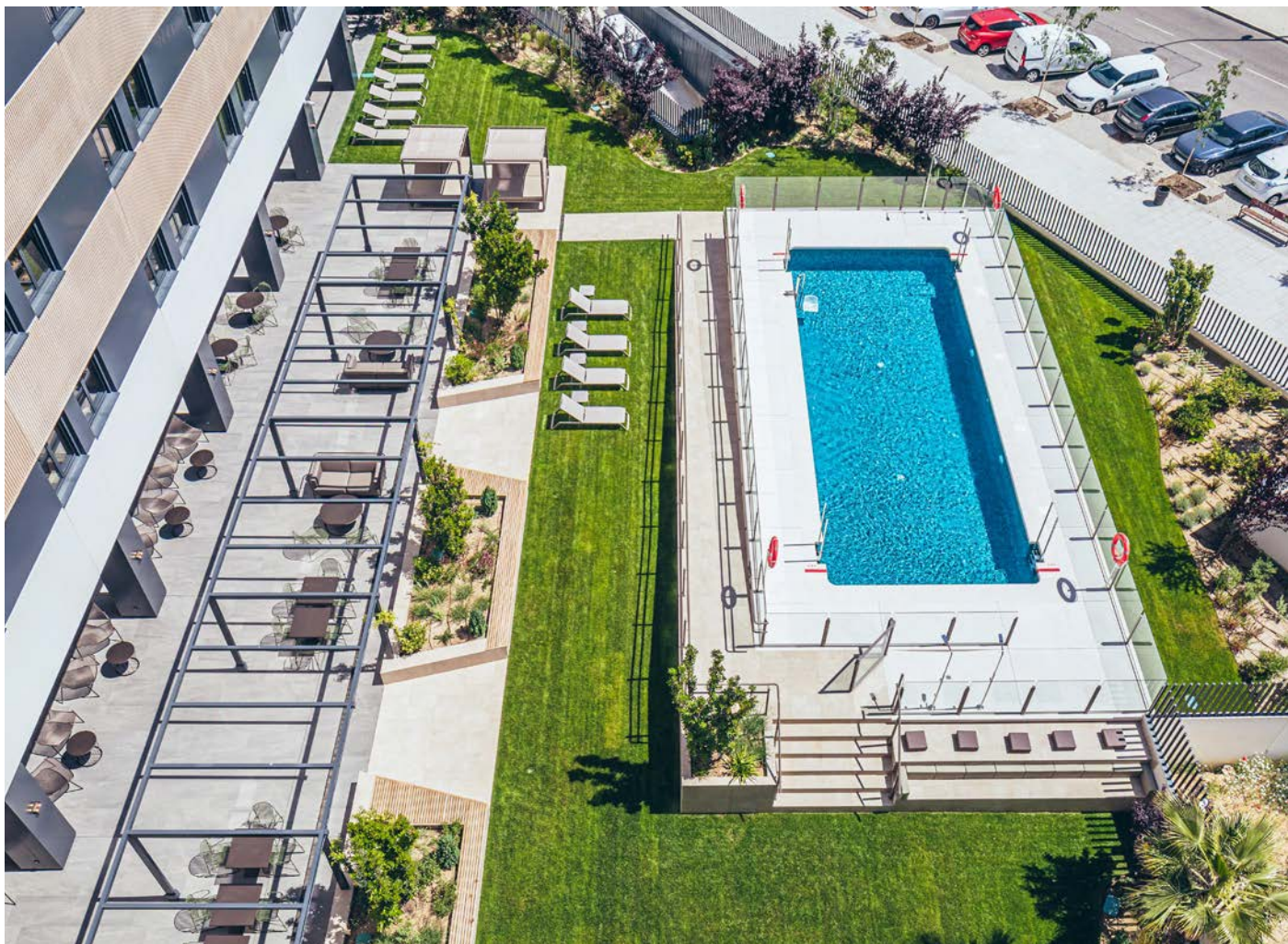
Fireworks and firecrackers

Barbecues

Incense burners

7.6. Company Commitment

If you would like to know more about Collegiate's commitment to equal opportunities, please contact us by emailing madridchamartin@collegiate-ac.eu



8. Equality and Diversity

8.1. *Company Rules*

Facility managers will ensure that all procedures for assigning rooms follow equal opportunity policies.

In the absence of specific equal opportunity policies, it will be ensured that no one is discriminated against or treated unfairly based on race, color, ethnic or national origin, gender, disability, appearance, age, marital status, sexual orientation, social status or any other factor.

8.2. *Privacy*

Your personal data will be handled in accordance with Article 13 of European Regulation 2016/679, so you can rest assured about it.

If at any time you consider that your rights are not being respected, you can file a complaint with the Spanish Data Protection Agency through its website: www.aepd.es.

If your data has been shared with someone, the service provider (as per Article 19 of the Privacy Regulation) will inform you if any corrections, deletions or limitations have been made to the use of that data, where possible.

If your data must be transferred outside the European Union, this will only happen in accordance with the rules set by the Privacy Regulation.

If you have any questions or concerns about the privacy of your data, do not hesitate to contact us at the email: dpt@collegiate-ac.eu.



9. Claims processing

9.1. Procedure

At Collegiate, we are always attentive to the needs of our residents. We highly value receiving your feedback and complaints because they help us improve. While we won't always be able to do everything the way you'd like or meet all your demands, we'll always explain how we make our decisions. We are committed to being professional and courteous when dealing with complaints, and we will do our best to respond to you as quickly as possible.

We know that as a large community, complaints will arise from time to time. This procedure explains:

- How to File a Complaint
- What to expect from us when you do it
- What to do if you're not happy with our response

Note on the use of cameras: In the residence, we have 24/7 active surveillance cameras in all common areas to ensure safety and to be able to investigate in case of serious incidents. Cameras are not used for minor situations or trivial incidents, which are usually due to carelessness or inattention (for example, if you forget an object in a common area or leave the door of your room open when leaving). In addition, by law, recordings are only kept for 24 hours, so after that time we can no longer access them.

9.1.1. Informal

If you have a complaint, it is best to speak to a member of the Accommodation Team or the Collegiate management team as soon as possible to try and fix the issue quickly. It's important that you let us know within eight weeks of the problem or lack of action you're reporting.

We will usually confirm that we have received your complaint within 48 hours (excluding weekends and holidays). We will then give you a full response within five working days of receiving the complaint. If for any reason we need more time to give you an answer, we will let you know and keep you informed about the process.

9.1.2. Formal

If you are not happy with the response you received in the first instance, you can take your complaint to the Manager of the Residence. You just have to explain why you disagree with the initial answer. We'll confirm that we've received your appeal within 48 hours (excluding weekends and holidays) and give you a full written response within 10 business days. If after that you are still not satisfied, you have every right to ask for a review of your complaint.

9.2. Confidentiality

All complaints will be handled confidentially, although it may be necessary to make some inquiries to investigate the issue in detail. For the process to work well, we need to be able to gather the right information from everyone involved. Therefore, we will not be able to deal with anonymous complaints.



10. Protection of Personal Integrity

10.1. Harassment

At Collegiate, we take very seriously creating an environment where everyone, both students and staff, feels respected and free from harassment, regardless of gender, sexual orientation, race, ethnicity, religion, or disability. Harassment, whether sexual, racial, or personal, has no place here, and we ask everyone to follow our policy on it.

If you feel that you are being harassed in the residence, the first thing we recommend is to talk to the director. You can also contact the Office of Equality and Diversity or the University Advice Centre if you prefer.

10.2. Wellness and Mental Health

At Collegiate we know that health, both physical and mental, is key not only to perform well in studies or work, but to have a good quality of life in general. If you feel any physical discomfort or notice that you are going through moments of anxiety, stress or frustration, do not ignore it, it is important to attend to it in time!

We want to help you with this, which is why we have created a section on our website dedicated to "Wellness and Mental Health". There you will find useful tips and contact information for the psychological help services of the universities and colleges that have shared their details with us.

Collegiate Madrid Chamartín

Calle Agustín de Foxá, 34, 28036 Madrid, Spain

Phone: +34 680 202 979

Email: Madridchamartin@collegiate-ac.eu

 [@CollegiateACSpain](#)

 [@collegiate_es](#)



COLLEGIATE

Madrid Chamartín