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## **PART I - GENERAL PROVISIONS**

### **Article 1 - Object and application of the regulation**

1. This regulation defines the operation and utilization rules for the "Zone SPRU Sapateiros" University Residence, managed by "SPRU – Sociedade Promotora de Residências Universitárias, S.A" and is part of the Contract for the Use of Lodgings and Integrated Provision of Services concluded between this company and the Resident.
2. Throughout the text hereunder, the following expressions shall be used with the same meaning:
  - a) "Internal Regulation of the Zone SPRU Sapateiros University Residence" or Regulation
  - b) "Use of Lodgings and Integrated Service Provision Contract" or Contract
  - c) "SPRU – Sociedade Promotora de Residências Universitárias, S.A" or SPRU
  - d) "Zone SPRU Sapateiros University Residence" or Residence

### **Article 2 - Residence Director**

SPRU delegates on the Residence Director sufficient powers to organise and manage the Residence, namely the power to issue decisions and circulars and give binding instructions to residents as well as to convene meetings.

### **Article 3 - Inventory and Inspections**

1. When first entering the Residence (check-in), the resident - together with a member of the staff - checks the allocated room and signs an inventory and corresponding trust receipt referring to the facilities and equipment entrusted to the resident, which should be returned in good order and condition when leaving the Residence, except for minor wear and tear arising from time and use.
2. Should the check-in take place over the week-end, on a holiday or outside office hours, the Resident must confirm that the Use of Lodgings and Integrated Services Provision Contract, as well as the present regulation, are duly signed and handed over to the Residence Director or to the employee that shall accompany the resident during the inspection mentioned in the preceding number.  
Payment of the first month must also be made before check-in, by cheque or bank transfer, the evidence of which must be produced and handed over to the employee referred above.
3. When leaving the Residence (check-out) or whenever a change of lodgings occurs or in a duly justified case, another joint inspection to the lodgings shall be made, preparing the respective inventory to be signed by both parties.

### **Article 4 - Access card and keys**

1. Upon entering the Residence, the resident will receive the key for the lodgings allocated to him/her, as well as a magnetic access card to the Residence, all of which are personal and non transmissible.
2. Residents must have the access card permanently with him/her and whenever requested to do so by any employee of the Residence, produce the appropriate identification.
3. In the event of loss of one or more of the keys or of the access card, the resident should immediately inform the Residence Director, who shall take steps for the respective replacement, the amount spent with such replacement being charged in the next invoice.
4. Keys and card are delivered free of charge and must be returned at the end of the contract or if the resident, for any reason, changes room or vacates it.

## **Part II - RULES APPLICABLE TO THE USE OF FACILITIES AND EQUIPMENT**

### **Article 5 – Residents' responsibilities**

1. Residents are responsible for the good order, use and maintenance of facilities and equipment placed at their disposal and they undertake to indemnify SPRU for any damages occurring either in that equipment of exclusive use or in that of common use.

2. In those cases which is not possible to identify the author of the damages to common use facilities and equipment, these shall be charged to all residents.
3. In the case of lodgings shared by more than one resident, if it is not possible to identify the author of any damages to the common use facilities, they shall be charged in equal parts to both residents.

#### **Article 6 - Rules applicable to the use of lodgings**

1. The Residence is mixed, there being a separation by floors or zones of the male and female lodgings and lodgings are allocated irrespective of race, faith or social status of the resident.
2. Residents are forbidden to stay in the zones intended for the opposite sex, with the exception of cases which are authorised by the Residence Director.
3. All individual lodgings are to be used in an exclusive manner by the resident to whom it has been allocated and he/she cannot cede it, in any way whatsoever, to third parties.
4. Double lodgings (double studios and T-0 apartments) are for the exclusive use of residents to whom they have been allocated and the ceding - whether totally or partially, temporarily or definitively – of the contract position to third parties is forbidden
5. A transfer or change of lodgings may be allowed, upon written request by the resident, stating the reasons for such request, but the decision shall be the object of the Residence Director's appraisal, who shall take into consideration reasons of timing and availability of the lodgings.
6. Residents should vacate their lodgings by 12:00 on the last day foreseen in the contract; however, with prior authorisation and in the event of renewal of the Contract, residents may be allowed to use the storage spaces of the Residence to keep there a maximum of two small packages.
7. Residents undertake to attend meetings to which they are convened by the Residence Director.

#### **Article 7 - Use of common areas**

Residents may use the study room, the social room and laundry, as well as the common areas of the floors where their respective rooms are located, study and social areas, as well as the right to any services available in each Residence.

#### **Article 8 - Facilities and equipment irregularities**

Residents should immediately notify the Residence Director or the person standing in for him, of any irregularity seen in the facilities or equipment of the Residence.

#### **Article 9 - Visitors**

1. Visitors may remain in the Residence when duly authorised and identified, between 08:00 and 23:00 being the residence responsible for the behavior of his/her visitor.
2. Visitors may spend the night in the Residence, with **written permission** from the Residence Director.

#### **Article 10 - Performance of tasks by Residence Staff**

1. Residents must not interfere with the work of the staff providing services in the Residence, any such occurrence being immediately notified to the Residence Director.
2. Taking into consideration the nature of the work performed, or in cases of absolute need, the work of the Residence staff may, depending on the circumstances, be carried out outside normal working hours.
3. Normal working hours in the Residence, or rather the period of time in which the staff performs the cleaning of rooms and common areas, shall be posted at the Entrance-hall.
4. Residence staff may enter residents' lodgings in order to clean, maintain and repair or inspect the safety of the respective facilities and equipment.

#### **Article 11 - Noise**

1. During the day, i.e. between 08H00 and 23H00, noise should be kept to a moderate level, thus allowing for a good environment for study and/or of sociability.
2. Between 23H00 and 08H00 residents should avoid making any type of noise, so as to effectively respect the other residents' right to rest.
3. Residents should adjust their behaviour whenever there is a request to lessen the level of noise in the area, thereby respecting the rights of others.
4. Playing musical instruments should be kept to the common social areas, in the days and within the hours permitted by the Residence Director.

5. Playing percussion instruments and using instruments with amplified sound in the lodgings and common areas is strictly forbidden.
6. Any exceptional situations of noise increase, such as commemorations, special occasions or birthdays, must be authorised beforehand by the Residence Director.

#### **Article 12 - Accommodation's Cleaning Service and Hygiene and Maintenance and its Equipments**

1. Residents must leave their accommodations in good conditions of hygiene, salubrity, cleaning and order.
2. In the lodgings there will be a board where residents may attach whatever they wish, thereby avoiding such attachments on the walls or doors, which is not allowed.
3. Once a week, on a day to be indicated by the Residence Director, the room will be cleaned, the bedclothes and towels will be changed.
2. Cleaning of rooms by Residence staff depends on room tidiness and no objects must be left on the floor, which would prevent accomplishment of this task.
3. Access by the cleaning staff to the rooms shall take place in accordance with the cleaning timetable established by the Residence Director.

#### **Article 13 – Food preparation and garbage disposal**

The preparation of food, as well as the heating of drinks is only permitted in the kitchens available in the Residence, it being expressly forbidden to do so in any other place, specifically in the bedrooms. After food preparing and cooking and the heating of drinks, residents must leave kitchens perfectly clean and tidy and garbage must be placed daily at the appropriate place and in bags.

#### **Article 14 - Washing and laundry**

Clothes washing and drying is only allowed in the laundry and it is expressly forbidden to dry clothes in the windows, window ledges, balconies, bathrooms or bedrooms.

#### **Article 15 – Telephone calls**

All lodgings are fitted with a telephone permitting to make and receive internal and external calls. All calls made are recorded in the telephone exchange, the amount to be paid to be included in the monthly invoice presented to the resident at the end of each month.

#### **Article 16 - Mail and parcels**

1. All mail, whether internal or external, as well as parcels received and addressed to residents must be picked up at the Entrance-hall by the resident himself/herself.
2. For the purpose, residents must go to the entrance-hall reception to find out whether there is any mail for them.

### **PART III - HEALTH, SAFETY AND EMERGENCY SITUATIONS**

#### **Article 17 - Recommended measures**

1. It is recommended that residents should subscribe public liability insurance and a health insurance with any of the companies on the market.
2. Residents, when leaving the lodgings, must lock them and check that all doors and windows are well closed.
3. In order to allow access to the room in the case of an emergency, the resident, when acceding the respective lodging and in case he/she locks the door, must never leave the key on the lock.
4. Whenever the resident expects to leave the Residence for a period of more than 24 hours he/she must inform timely the entrance hall staff.

#### **Article 18 - Video survey system**

In order to help clarify problems that might occur, the Residence is equipped with a video survey system with video cameras at the building entrance and corridors. Viewing of recorded images is restricted to cases provided for by the applicable law.

#### **Article 19 - Liability Waiver**

SPRU does not take any responsibility for any damages to or losses of personal belongings.

#### **Article 20 – Use of lifts**

1. The use of lifts should be made in strict compliance with safety standards, which are posted in the lift.
2. If the lift stops due to a breakdown, residents must press the alarm button and stay in it until staff authorised to operate the lifts let them out safely.

#### **Article 21 - Arms and pets**

1. Residents are expressly forbidden to keep in the Residence any arms, explosive materials or toxic or inflammable substances or other substances which are dangerous to health and safety of the Residence and of other residents.
2. Residents are expressly forbidden from keeping pets in the Residence.

#### **Article 22 – Interdiction to smoke and to light fire**

Residents are expressly forbidden to smoke and to light fires – namely candles, incense or any other similar objects – anywhere in the Residence.

#### **Article 23 - Interdiction of drug use**

Residents are expressly forbidden from consuming, as well as possessing or using any type of drug.

#### **Article 24 - Disabled residents**

Residents should refrain from blocking passageways and circulation areas, so as to facilitate the movement of disabled residents.

#### **Article 25 - Fire alarm**

1. The Residence is equipped with a fire detection system, therefore, when the alarm is activated, residents must follow safety procedures on display in all floors and in each room, abandoning the building as quickly as possible, using, for the purpose, the stairs and closest emergency exits, refraining from using the lift.
2. Residents should take due care to avoid the unnecessary activation of the fire alarm, as well as refrain from removing or placing out of order any of the alarm components.

#### **Article 26 - Fire simulation**

1. Once a year, on a date to be set by the Residence Director, a fire simulation shall take place. Upon triggering the alarm, an exercise to abandon the building will be carried out. This is compulsory for all residents, in order to get familiar with safety procedures in the case of fire.

#### **Article 27 - First aid kit**

A fully equipped first aid kit is available at the entrance hall with the Residence employee for treatment of small wounds or slight illnesses.

## **PART IV – BREACH OF CONTRACT AND/OR REGULATION STANDARDS**

### **Article 28 – Breach of Contract and or Regulation Standards**

Breach of rules provided for in the Regulation and/or Contract, according to the seriousness of the violation can lead to:

- a) Oral reprimand;
- b) Written reprimand;
- c) Loss of right to use the lodgings and integrated services and, consequently, Contract rescission.

### **Article 29 - Loss of right to use the Residence**

1. The following facts shall lead to the loss of right of using the lodgings and consequent Contract rescission:
  - a. Lighting fire in the Residence;
  - b. State of drunkenness;
  - c. Drug use, possession, traffic or incentive to consume it or in any other way to encourage drug circulation in the Residence;
  - d. Causing a false fire alarm;
  - e. No participation in the building evacuation during the fire simulation;
  - f. Any form of physical aggression or moral coercion practised within the Residence;
  - g. The reiterated lack of civility with regard to other people;
  - h. Playing games of chance;
  - i. Failure or delay in the payment of services provided by the Residence, under the terms of the contract;
  - j. Providing false information in the application and enrolment process;
  - k. Allowing people from outside the Residence to stay in, without the appropriate authorisation, as well as ceding to a third party the access card or key to the apartment;
  - l. Washing or taking care of clothes outside the laundry areas;
  - m. Throwing any objects out of the windows of the lodgings or of the Residence in general;
  - n. Using clothes irons in the rooms;
  - o. Preventing or interfering with the performance of the tasks carried out by the Residence staff, or of any other collaborators who go there to do their work;
  - p. Moving the furniture or any other equipment without permission;
  - q. Not respecting or repeatedly disturbing the study of other residents or their periods of rest;
  - r. Having an infectious or contagious disease, without prejudice of, upon healing, returning to the Residence;
  - s. The practice of any criminal act falling within the scope of criminal law;
  - t. Repeatedly infringement of the rules foreseen on article 13 above-mentioned.
  - u. The practice of any act that for its gravity is considered by the Residence Director as being susceptible of compromise irremediably the stay of the Resident at SPRU's Residence, specially breaking safety and security basic rules.
  - v. Any other facts that may come to be considered upon revision of this Regulation.
2. It is also considered a just cause for losing the right to use the Residence and consequent Contract rescission the fact that the resident was subjected to an oral reprimand and two written reprimands, based on the violation of other rules of this regulation and of the utilization contract not included in the preceding number.
3. The loss of the right to use the Residence and consequent Contract rescission determines immediate departure from the Residence as well as loss of the bond provided under the said contract, without prejudice to the payment of any other amounts which may be due in accordance with the provisions of this Regulation and of the Contract, namely services provided or as an indemnity for damages caused.

## **PART V - FINAL PROVISIONS**

### **Article 30 - Enrolment renewal**

1. From the 1<sup>st</sup> to 15<sup>th</sup> May of each year, residents interest in staying at the Residence in the following academic year, may request enrolment renewal, which shall be, in principle, accepted, as long as the resident:
  - a) has had an irreprehensible behaviour throughout the year
  - b) carries no debts towards SPRU
  - c) is applying for a permanence of at least 9 months

After that period the residents will still be able to apply for enrolment, but shall be in the same circumstances of any other candidate.

2. SPRU shall inform residents who have requested enrolment renewal, whether same has been accepted or not, informing, in the first instance, the date on which the Contract must be signed for the following academic year, as well as when to deposit the bond, according to the new amounts to be established by SPRU.

#### **Article 31 – Unforeseen situations**

Omissions and any doubts arising from the interpretation of this Regulation shall be decided by the Residence Director.

#### **Article 32 – Amendments and Updating of Regulation**

The provisions of this Regulation may be amended or updated at any time, whenever the circumstances so justify, with prior notice to residents by the Residence Director.

Lisbon, 16th May 2023

SPRU's Administration

## **ADDITMENT TO INTERNAL REGULATION**

### **RULES OF INTERNET ACCESS OFFER BY SPRU**

#### **A. Antivirus**

Computers must have installed updated antivirus software.

#### **B. General rules**

##### **1. Permission:**

- a) Regular access to the Internet through a browser: Internet Explorer, Mozilla and similar;
- b) Programmes for sending and receiving instantaneous messages/emails or similar(msn messenger, icq, Skype, etc);
- c) Webcams provided the access is not done on a permanent basis;
- d) Access programmes to e-mail POP/SMTP accounts mail (Outlook, Eudora and similar);
- e) FTP access;
- f) Permission to share files within the SPRU's network.
- g) On-line games within the SPRU's network.
- h) Files' download.
- i) All http traffic will be routed through a proxy server
- j) VPN are allowed but you do not guarantee its functionality

##### **2. Prohibition:**

- a) Any type of peer-to-peer software for sharing files: Audiogalaxy, Applejuice, Audiognome, Azureus, Bearshare, Bittorrent, Blubster, BT++, BTUGA, Direct Connect, eDonkey 2000, Gnutella, K++, Kazaa, Kazaa Lite, Limewire, Filetopia, Morpheus, dc++, Overnet, Souseek, WinMX, Xolox, Xnap and any other with similar use.
- b) Use of programmes for managing download (Flashget, Getright and similar)
- c) Files' sharing using connections for contents offer by installing servers FTP, HTTP, etc.
- d) On-line games outside the SPRU's network.
- e) Sharing and accessing video/audio streaming (TV/radio, etc).
- f) Programmes, routines or scripts that may put at risk the access performance.
- g) Download of contents considered as "non-priority" which size may put at risk other guests' access: Mp3, Divx, DVD, non-specific software, etc.

##### **3. Others:**

- a) Not allowed to access to contents of pornography and paedophilia, and the access to websites related to pornography or paedophilia is prohibited.
- b) The Resident commits not to use this service with illegal purposes, namely he/she should not use this service to disseminate and disclose information which may be considered as susceptible of causing moral harm or put into jeopardy any other sort of third-party rights and interests. He/she should not



disclose information which may be considered as a practice and/or encouragement of criminal actions as well as any information which may be considered as illegal.

- c) It is not allowed to connect other equipments (routers and modem) by cable network except personal computers otherwise the equipment being temporarily seized and any damage caused by inappropriate use will be charged to the resident.

### **C. Responsibility**

Once the Resident accepts this regulation, he/she expressly acknowledges and accepts the following:

- a) SPRU' services under the lee of this regulation is exclusively limited to general access to the Internet and SPRU ignores all actions of their Residents through this access, therefore SPRU cannot be held responsible for any unauthorised or illegal use which is exclusively of Guest's responsibility.
- b) SPRU cannot be held responsible for: (I) damage caused by its guests or third-party users (ii) actions resulting from the enforcement of the law or administrative rules (iii) unavoidable circumstances.
- c) SPRU, as an Internet client, does not ensure access uninterruptedly and it cannot be held responsible for any use, or access inability, including, though not limited to, Services' interruptions, problems with sending and receiving e-mails, connectivity problems, unauthorised accesses and problems related to excess of Internet traffic.

### **D. Monitoring**

- a) SPRU shall install adequate software for monitoring all internet traffic thereby ensuring the fulfilment of the above-mentioned conditions.
- b) Under no circumstances this software will be used for monitoring the contents as referred in B.1.a
- c) All services as referred in B.2. are blocked
- d) Due to security reasons some internet pages (university, home banking, Vlans, intranets, etc) could not work properly. In that case, the Resident can request the access, presenting their reasons, by email, to the Director.
- e) The use of video/audio software like MSN Messenger, Yahoo, Skype, etc, can register some access delays due to specific internet resources used.

### **E. Service Suspension**

If our client disregards any of the above-mentioned rules, SPRU reserves itself the right to suspend this service. The services referred in B.1.a can be suspended if any of them compromise the network stability and the Internet access.

### **F. Amendments and Updating Of Internet Regulation**

This Regulation may be amended or updated at any time, whenever the circumstances so justify, with prior notice to residents by the Residence Director.

### **ADDITMENT TO INTERNAL REGULATION – KITCHEN USE**

- In order to be used by all Residents, the kitchen must ALWAYS be clean.
- All kitchenware made available by Spru or of Resident's own property will be removed in case it is not cleaned when cleaning is made in the morning from Monday to Saturday from 8-12h.
- The kitchenware will be removed and will not be given back.
- In case it reaches a point where Residents will no longer have kitchenware to prepare meals and cook, Spru will not take responsibility and Residents should buy material they need.
- It is totally forbidden to exchange kitchenware between floors.

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(Assinatura do Residente)

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