

CODE OF CONDUCT

To: Residents in the CERN Hotel
From: Housing Service Management
Subject: Code of Conduct

Past unfortunate experiences of inconsiderate behaviour on the part of certain guests in the CERN Hotel, particularly for long-term stays during the summer but also on other occasions, have left us with no alternative but to bring their attention to the information below, either individually or by the intermediary of the person(s) in charge in cases of a block booking for a group, in the interest of their own safety and comfort, as well as those of all guests on the premises.

It should be underlined that failure to comply with the rules and recommendations hereafter can lead to sanctions, including the immediate expulsion of the offender(s) in the more serious cases, notably with regard to alcohol and smoking. In the longer term, CERN reserves the right to refuse any further requests for reservations in the CERN Hotel from the individuals concerned and indeed from the same institute where groups attending the same educational or other establishment are involved.

We apologise in advance the vast majority of guests whose behaviour is beyond reproach and who do not need to be reminded of certain basic elements of common courtesy and respect.

- **Noise**

Many of our guests come to CERN to work at any time of day or night, meaning that they have to get some sleep whenever possible, including during the day-time. Please therefore :

- Ensure that all sources of noise – music, conversations etc. – can in no way disturb other guests.
- Avoid noisy gatherings inside the Hotel buildings in all areas, whether common (entrance halls, corridors, kitchens etc.) or private (bedrooms), as well as outside the Hotel, beneath the windows, on the lawns, car parks etc.

- **Bedrooms**

Bedrooms are to be kept clean and tidy at all times in order to facilitate the work of the chamber maids.

If bedrooms are found in such a state as to impede or prevent the interventions of the chamber maids, a written reminder will be issued to the occupant giving a time limit to remedy the situation. Failure to comply will result in expulsion from the Hotel, as will any further recurrence of such a state of affairs, even if the first request to clean and tidy up is taken into account.

- **Damage**

In case of damage to Hotel fittings, furniture etc., the full cost of repairs or replacement, extra cleaning, for example to remove stains of food and drink, and, where appropriate, any loss of earnings to the Housing Service if rooms have to be put out of service pending repairs, will be charged to the perpetrators, who will be expected to pay the bill immediately, as soon as the real costs involved are known.

- **Food and drinks**

For reasons of cleanliness and hygiene, storage and consumption of food is prohibited everywhere except in the kitchens where refrigerators, deep-freezers and cupboards are provided to this effect.

If however, in exceptional circumstances (e.g. all kitchen cupboard space being occupied), packets of food-stuffs which have been partly but not completely used, have to be conserved in a bedroom, they must be properly closed and stored away tidily in a cupboard but not left around on the furniture or the floor etc., in which case they may be removed without prior notice.

- **Kitchens / Dining rooms**
Kitchens and dining rooms are available to all guests at no extra charge to residents but at considerable cost to the Housing Service. To keep costs down, they are only cleaned twice per day, which means that all users are expected to observe certain principles out of consideration and respect for their fellow guests:
 - Clear away and clean the place occupied at table. Put all dirty plates, cutlery etc. in the dish-washing machine, which should be activated as soon as it is full by turning the appropriate switch to the position 'Lavage', after putting in the required amount of detergent which can be found in the cupboard beneath the sink.
 - Wash, dry and put back in their place all utensils used for preparing the meal – pots, pans etc.
 - No utensils, cutlery, crockery etc. should be removed from the kitchens and dining rooms.
 - Upon departure from the Hotel, remove all remains of food and drink from the refrigerators and cupboards.

- **Alcohol**
In CERN, only beer and wine are available in the various cafétérias and restaurants and, according to Operational Circular no. 8, “may only be consumed in moderation in the course of meals and in the restaurants and cafétérias at the authorised times” (i.e. from 11h30 to 14h00 and after 17h00).
In the Hotel, the consumption of beer and wine is tolerated but only in the dining rooms to accompany meals, within moderate limits.

- **Smoking**
CERN is a non-smoking laboratory. Therefore, smoking is strictly prohibited in the Hotel.
Cigarette ash and ends should be thrown in ashtrays.

- **Bicycles**
It is strictly prohibited to introduce bicycles inside the Hotel. Parking slots are provided outside.
Any bicycle found inside will be immediately removed, in which case neither CERN nor its contractor can be held responsible in case of damage or theft.

- **Safety of persons and belongings**
Thefts do occur in the CERN Hotel. In order to minimise the risk:
 - Lock your bedroom door every time you leave the room, for however short a time.
 - Do not leave money and other valuable items lying around without supervision. In case of theft, CERN declines all responsibility.
 - In order to limit access to guests only, ensure that you close and lock the entrance doors when leaving or entering the premises, particularly in Hotel building 38; in building 39, the entrance doors are automatically locked when the reception is closed.

- **Laundry**
Clothes washing and drying facilities are available in both Hotel buildings 38 and 39. In no circumstances, therefore, should clothes be washed in bedrooms, nor hung to dry either inside the bedroom or outside the window.