



## N1 GUEST HOUSE RESIDENT RULES

### Article 1

#### (Scope)

1. The rules apply to all guests staying in the University of Macau (hereinafter referred to as “UM”) N1 Guest House (hereinafter referred to as “N1”). The rules also apply to visitors.
2. N1 residents must comply with the existing UM regulations, rules, guidelines and instructions issued by the UM authorities.
3. N1 residents must comply with the Law of Macau S.A.R.

### Article 2

#### (Responsibilities)

1. The Dean of Students is responsible for ensuring and supervising the execution of the rules.
2. The Head of Student Resources Section (hereinafter referred to as “SRS”) or his / her delegate(s) is responsible for the execution of the rules.

### Article 3

#### (Check-in)

1. Applications for N1 accommodation shall be submitted by the units of the University, Macau SAR public entities or non-profit organizations. The Head of SRS or his / her delegate(s) is responsible for approving the applications. Macau SAR public entities and non-profit organizations shall first seek the agreement of the University’s management on their applications.
2. N1 residents must carry room cards at all times and show them to security guards or staff as assigned by SRS upon request.
3. N1 residents must stay in the designated rooms as assigned by the person in charge of N1.
4. If there is any serious defect that cannot be repaired immediately, N1 residents may request reception for room change.
5. At the time of check-in, N1 residents are required to check and confirm the articles in the room such as furniture, equipment, surroundings and keys, and take the responsibility to keep such articles in good condition.



#### **Article 4**

##### (Room charge)

1. N1 residents must pay the room charge and other required fees prior to the payment deadline.
2. UM authorities determine the room charge and other required fees.
3. The application for discount or waive of room charge shall be examined and approved by SRS first, then to seek the approval from Finance Management Committee.
4. Room charge is charged on a daily basis. Check-out time is 12pm. All late check-out requests must be approved by SRS in advance. A half-day charge, which is half of the staying room daily rate, will be applied on check-out after 12pm to 6pm. Check-out after 6pm is deemed as extension for another night and will be charged for one extra night. For check-out at or before 2pm, complimentary late check-out can be granted if advance approval from SRS is sought.
5. All N1 residents are obliged to settle the room charge and other related fees (including compensation for loss and damage of properties). In case N1 residents are unable to settle the fees, the application department shall be responsible for all relevant expenses.
6. For overdue payments, UM reserves the rights to take any action deemed necessary, including the collection from Financial Services Bureau of Macau S.A.R..

#### **Article 5**

##### (Check-out)

1. N1 residents have to perform the check-out procedure before moving out of N1.
2. When checking-out, residents are required to remove all their personal belongings. The management company should also remind residents to collect all personal belongings.
3. N1 residents must return their room key cards or any other UM properties and pay all the related fees upon check-out.
4. For those residents who have exceeded the check-out time without performing the check-out procedure, the management company shall go to check the room. If there is any outstanding fee, the application department shall be responsible for all relevant fees.



5. UM will not take any responsibility for losses or damages of articles left by N1 residents after their check-out.

### **Article 6**

#### (Public Facilities and Equipment)

1. N1 residents must use the facilities and equipment reasonably, carefully and economically.
2. N1 residents should inform Management Company for any faulty facilities or equipment.
3. N1 residents must keep the living environment clean and tidy.
4. N1 residents must keep the corridors, staircases and emergency exit clear.
5. Activity room is located on the 3/F of N1. Self-serviced washing machines and drying facilities are 24-hours available.
6. N1 residents can use the gym room on the 1/F through the reception of N1. The relevant rules and regulations of Office of Sports Affairs shall be observed when using the gym room.
7. Meeting room on 5/F is available for guest to use. The relevant rules and regulations of Student Affairs Office shall be observed when using the meeting room.
8. N1 residents are required to abide by the relevant rules and terms when using other facilities or equipment in UM.

### **Article 7**

#### (Visit)

1. All N1 visitors are required to register at the front desk.
2. Visits are only allowed between 7am and 2am.
3. SRS reserves the right to reject / decline / refuse any visiting application.

### **Article 8**

#### (Patrol)

SRS has the right to deploy personnel from Management Company to patrol and check the public facilities, public area and guest rooms of N1, in order to have an understanding of the conditions of facilities and equipment and to execute the stipulations as stated in the rules.



### **Article 9**

#### (Emergency)

In case of emergency, N1 residents should contact N1 reception, security guards, or the SRS staff immediately.

### **Article 10**

#### (Smoking)

Under the Laws of Macau, it is an offence to smoke anywhere within the boundary of the University. Smoking is prohibited in N1 Guest House. Any person who smokes in N1 guest rooms or public area will be charged for cleaning fee as determined by SRS, and may also be charged by the Tobacco Prevention and Control Office.

### **Article 11**

#### (Disciplinary Measures)

1. The following behaviors are also considered as disciplinary offences:
  - a) Entering N1 with hazardous articles and substances, forbidden medicine or drugs;
  - b) Bringing pets into or keeping pets in N1;
  - c) Bringing visitors into N1 during non-visiting hours or without prior approved application from the Management Company / SRS;
  - d) Entering other rooms without official authorization;
  - e) Smoking in N1;
  - f) Cooking in rooms of N1;
  - g) Lighting fire;
  - h) Making noise (e.g. loud conversation, excessive noise from audio equipment or forceful closing of doors) or making disturbing noises between 10:00 p.m. and 8:00 a.m.;
  - i) Throwing objects out into the air;
  - j) Improper treatment of garbage;
  - k) Duplicating room cards / keys or changing any network circuit or device without official authorization;
  - l) Damaging public facilities or the appearance (exterior and interior) and integrity of the rooms (including but not limited to dirtying, writing, drawing, drilling holes, putting nail or posting any items on the wall) or altering their functions;



- m) Moving, exchanging or damaging the furniture or equipment in rooms or public areas (including but not limited to dirtying, writing, drawing, drilling holes, putting nail or posting any items on the furniture) or altering their functions;
- n) Entering facility / equipment room, opening facility / equipment control box or adjusting facility / equipment without official authorization;
- o) Unauthorized occupation of N1 public areas or storing personal items in common areas such as luggage;
- p) Behaviors that cause harassment for other residents;
- q) Not settling residence fees, required fees or penalty before payment deadline;
- r) Behaviors that jeopardize other residents' personal and property safety;
- s) Behaviors that severely affect the normal operation and order of the N1.
- t) Use public facilities or equipment during non-specified period after being advised not to use from the Management Company / SRS;
- u) Transferring N1 rooms to a third party without the approval of SRS;
- v) Using N1 Guest House as a business site or carrying out other commercial activities without official authorization;
- w) Other behaviors in violation of the registration form of N1.

## 2. Disciplinary authorities

The following authorities and officials, in accordance with their designated power, may impose any of the following penalties on N1 residents with disciplinary offences in ascending order of severity:

- a) The Head of SRS or his / her delegate(s) may verbally advise N1 residents with disciplinary offences;
- b) The Head of SRS or his / her delegate(s) may issue warning letters to N1 residents with disciplinary offences;
- c) The Dean of Students or Head of SRS has the right to issue an eviction order.



## Article 12

### (Penalty)

1. Warning Letter
  - a) A warning letter will be issued to any residents who break the resident rules or commit a disciplinary offence;
  - b) A resident who receives 2 warning letters within his / her stay period in N1 will be evicted immediately.
  
2. Eviction Order
  - a) The Dean of Students or Head of SRS has the right to issue an eviction order immediately to N1 residents who:
    - i. Commit behaviors that jeopardize other residents' personal and property safety;
    - ii. Commit behaviors that severely affect the normal operation and order of N1.
    - iii. Repeatedly violate the rules, repeatedly commit disciplinary offences, or severely affect the normal living of other residents.
  - b) The effectiveness of eviction order will last for 3 months. Evicted residents are allowed to re-apply N1 after the eviction period.
  - c) Residents who have accumulated two eviction orders will be permanently ineligible for N1 application ;
  - d) The decision of the Dean of Students or his / her delegate(s) shall be final.

## Article 13

### (Restitution)

Any residents who damage or lose any N1 facilities or equipment during their stay, or damage the appearance (exterior and interior) and integrity of the rooms, or alter their functions, must make restitution to UM. The amount of restitution is to be defined by the UM authorities in accordance with the actual situation.

## Article 14

### (Interpretation and Amendment)

1. The details of the operation of N1 shall be made and enforced by SRS according to the present rules.
2. UM reserves the right to interpret and amend the rules.



3. The UM authorities may amend the rules at any time and the rules will come into force with immediate effect after announcement.



## N1聚賢樓住客規條

### 第一條

#### (範圍)

1. 本規條適用於所有入住澳門大學（以下簡稱“澳大”）N1聚賢樓（以下簡稱“聚賢樓”）的住客，同時亦適用於訪客。
2. 聚賢樓住客須遵守澳大現行的規章和規條，以及由澳大發出的指令和指示。
3. 聚賢樓住客須遵守澳門特別行政區之法律制度。

### 第二條

#### (權限)

1. 學生事務長負責確保和監督本規條執行。
2. 學生資源處處長或其受權人負責執行本規條的有關規定。

### 第三條

#### (入住)

1. 住宿申請必須由澳大屬下單位、澳門特區政府公共部門或非牟利機構提出，並由學生資源處處長或其受權人審批。澳門特區政府公共部門及非牟利機構須先獲得大學管理層同意其申請。
2. 聚賢樓住客須經常攜帶聚賢樓客房房卡，在保安人員或由學生資源處指派的人員要求時，住客須出示房卡。
3. 聚賢樓住客須入住由聚賢樓負責人安排的房間。
4. 如被安排入住之客房出現無法即時維修之重大損壞，聚賢樓住客可向前台提出要求更換房間。
5. 聚賢樓住客於入住時需要清點房間內的傢俱、設備、鑰匙等物品，確認有關物品及房內環境處於良好狀態，並負起此等物品保持良好狀態的責任。

### 第四條

#### (住宿費用)

1. 聚賢樓住客須在規定的期限內繳交住宿費用和其它有關費用。
2. 住宿費用和其它有關費用的金額由澳大訂定。
3. 減免或豁免住宿費的申請須先得到學生資源處同意，並經由財務管理委員會審批。





4. 住宿費用按日計算。一般退房時間為中午12時，所有延遲退房申請必需先經學生資源處批准。於超過一般退房時間至下午6時退房將需收取半天房費，計費為入住房型房費之一半。於下午6時後退房者，將當作延住一天處理，需收取另一晚房費。若退房時間為下午2時或之前，在獲得學生資源處批准延遲退房後，可免費延遲退房。
5. 所有聚賢樓住客有義務繳交住宿費和其它相關費用（包括物品損失賠償費用）。如出現住客無法繳交費用之情況，申請住宿的部門須代為負責一切有關之費用。
6. 對於逾期欠費，澳大保留採取任何必要行動的權利，包括交由澳門特區政府財政局追收。

#### 第五條 (退房)

1. 聚賢樓住客退房時必須前往前台辦理退房手續。
2. 聚賢樓住客在退房時，須完全清理所有個人物品。管理公司亦應提醒住客收拾所有個人物品。
3. 住客在退房時，須交回房卡及一切屬於澳大的物件，並須繳清所有相關的費用。
4. 對已超過退房時間而未有辦理退房手續的房間，管理公司將前往房間進行檢查。如有任何未被結算之費用，申請單位須代為負責一切有關之費用。
5. 澳大對住客退房後所遺留物品的損壞或遺失，不承擔任何的責任。

#### 第六條 (公共設施和設備)

1. 聚賢樓住客應以合理、愛護及節約的原則使用有關的設施和設備。
2. 當住客發現聚賢樓的設施損壞需要維修時，應該通知管理公司處理。
3. 聚賢樓住客須保持環境的整齊和清潔。
4. 聚賢樓住客須經常保持走廊、通道和走火樓梯的暢通。
5. 聚賢樓於三樓設有活動室，提供多功能洗衣機及燙衣設備，使用時間為 24小時。
6. 聚賢樓住客可通過聚賢樓前台借用位於一樓的健身房，使用時需遵守體育事務部訂定之相關守則。
7. 聚賢樓於五樓設有可供借用之會議室，使用時需遵守學生資源處訂定之相關守則。
8. 聚賢樓住客於使用澳大其他設施或設備時，需遵守相關使用守則及條款。



### 第七條

#### (探訪)

1. 所有訪客在探訪時需於前台登記資料。
2. 探訪應在上午七時至零晨二時期間進行。
3. 學生資源處有權拒絕任何探訪申請。

### 第八條

#### (巡視)

學生資源處有權指派聚賢樓管理人員檢查聚賢樓之公共設備、區域及客房，以瞭解相關設施和設備的使用狀況和執行本規條的相關規定。

### 第九條

#### (緊急情況)

倘若出現緊急情況，聚賢樓住客應立即聯絡聚賢樓前台、保安或學生資源處工作人員。

### 第十條

#### (吸煙)

根據澳門相關法律，除了由澳大訂定之吸煙區外，在澳大任何場所吸煙均屬於違法行為。聚賢樓範圍內禁止吸煙。如有任何人士於聚賢樓客房或公共範圍內吸煙，可被收取學生資源處訂定之清潔費用，更有可能被預防及控制吸煙辦公室檢控。

### 第十一條

#### (不當行為)

1. 以下行為將被視作不當行為：
  - a) 攜帶任何危險物品、違禁藥物或毒品進入聚賢樓；
  - b) 擅自攜帶或飼養寵物；
  - c) 在非探訪時間、未經管理公司或學生資源處批准帶同訪客進入聚賢樓客房；
  - d) 於沒有許可情況下進入其他客房；
  - e) 在聚賢樓範圍內吸煙；
  - f) 在客房內煮食；



- g) 使用明火；
- h) 製造噪音（如高聲談話、音響器材聲浪過大或大力關門），或於晚上十時至翌晨八時發出擾人聲浪；
- i) 高空擲物；
- j) 不適當地處理垃圾；
- k) 擅自複製聚賢樓的匙卡 / 鑰匙，更改任何網路電路或裝置；
- l) 破壞聚賢樓內公用設施或房間的外觀、內觀或完整性（如弄污或塗鴉牆壁，在牆壁上鑽孔、打釘或作任何標貼等），或更改其用途；
- m) 擅自搬走、調換或破壞聚賢樓房間內或公用設施的傢俱或設備（如弄污或塗鴉傢俱，在傢俱上鑽孔、打釘或作任何標貼等），或更改其用途；
- n) 擅自進入設施房間、開啟設施控制箱或調校設施；
- o) 擅自佔用聚賢樓的公用地方，在公共區域存放物品，例如擺放行李箱等個人物品；
- p) 任何構成騷擾其他住客的行為；
- q) 未按時繳納住宿費用和其它有關費用；
- r) 任何危害其他住客人身或財產安全的行為；
- s) 任何嚴重影響聚賢樓正常運作和秩序的行為；
- t) 經勸喻後，仍在非指定時間內使用公共設施或設備；
- u) 擅自將客房轉交給未經學生資源處批准之第三方使用；
- v) 未經許可以聚賢樓區域作為營業場所或進行其他商業活動行為；
- w) 其他違反聚賢樓《入住登記表》相關規定之行為。

## 2. 處理不當行為的有權限實體

以下人士根據其權限按不當行為的實際情況對住客作出以下由輕至重的處理：

- a) 學生資源處處長或其受權人可對住客的不當行為作出口頭勸告；
- b) 學生資源處處長或其受權人可對住客的不當行為發出警告信；
- c) 學生事務長或學生資源處處長有權勒令住客遷離聚賢樓。

## 第十二條 (不當行為處理)

### 1. 警告信

- a) 任何違反聚賢樓住客規條、作出不當行為之住客將會收到警告信；



- b) 於入住期間連續收到二封警告信之住客將被勒令立即遷離聚賢樓。
2. 遷出令
- a) 學生事務長或學生資源處處長有權立即對下列住客發出遷出令：
- i. 作出危害其他住客之人身及財產安全之行為；
  - ii. 作出嚴重影響聚賢樓正常運作和秩序之行為；
  - iii. 重覆違反規條、作出不當行為或者嚴重影響其他住客之行為。
- b) 遷出令的有效日期將維持三個月，被勒令遷出之住客可以在遷出令失效後重新申請入住聚賢樓；
- c) 累積兩次遷出令之住客將會永久失去申請入住聚賢樓的資格；
- d) 學生事務長或其受權者之決定為最終決定。

### 第十三條 (損壞及遺失賠償)

任何住客對其在住宿期間所引致的任何設施或設備的損壞、遺失、外觀毀壞（包括外部及內部），房間完整性之破壞，以及對其改變設施或設備的用途而引致的損失，須向澳大作出賠償，賠償金額由澳大根據實際情況訂定。

### 第十四條 (解釋及修改)

1. 聚賢樓的運營細則由學生資源處根據本規條訂立並執行。
2. 澳大保留解釋和修改本規條之權利。
3. 澳大有權在任何時間修改本規條，而本規條將於公佈後立即生效。