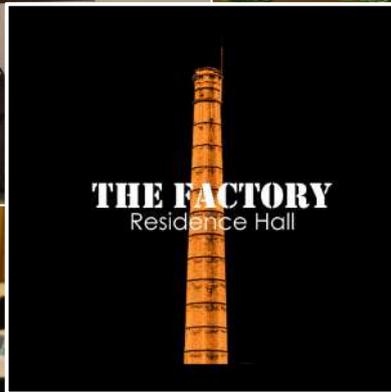


FREQUENTLY ASKED QUESTIONS



THE FACTORY RESIDENCE HALL
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BOOKINGS

When can I make my booking?

The booking period on each course opens around January of the same year. Reserve your room as soon as possible because demand always exceed the available places and the rooms are allocated by booking order.

How can I make my booking?

You can make your booking directly on our webpage www.factoryresidence.com on the "Rooms and prices" section clicking on "book now" on the type of room choosen. You can also contact us directly at reservas@factoryresidence.com. To make a booking you would need:

1. To give us your personal details and those of your parent/legal representative
2. To send us a copy of your ID card or passport
3. To send us the signed booking contract that we will send you once you have provided us with all the necessary information
4. To make the payment of the one month deposit (see the information detailed on our website in the section on payment methods).

Can I visit the Residence before making my booking?

In case you are interested in coming to visit the Residence please contact us always in advance to make an appointment so that we can show you the residence properly.

Can I choose my room?

If you tell us your preferences we will do our best to satisfy them, but we cannot guarantee it. Remember that the rooms are always allocated in booking order.

How long is the duration of the contract?

Usually our contracts are meant for the whole course, for a period of 9 months, starting from September 1st until May 31st.

What is the reservation cancelation policy at the Residence?

In case that you cancel your booking before May 31st, we will return you the amount of the deposit paid, discounting 200€ for administration fees. If the cancelation was made between June 1st and August 20th the deposit will not be refunded but we will not ask you to do any extra payment.

Once the course has started on September 1st you acquire the commitment of paying and staying in the residence for the whole course. Leaving the Residence due to voluntary causes or expulsion will not exonerate you from making the payments corresponding to the whole contracted period and the loss of the deposit paid.



ARRIVAL AT THE RESIDENCE

When can I enter the Residence?

The Factory Residence Hall academic year contracts begin on September 1st, so from this date you can enter the Residence whenever you want. However, we will ask you to inform us about your expected arrival date at the Residence in advance in order to make sure that everything will be ready at your arrival.

How do I arrive from Madrid? Can I have transport from the airport?

In our web page, in the contact tab, you will find all the indications on how to get to the Residence. To arrive from Madrid Barajas airport there are different options:

- Option 1: TRAIN. You would have to take the metro to Chamartín metro station (30-40 minutes) and there take a direct train to Segovia (30 min). Once in Segovia you will have to take a taxi to the Residence or bus (Nº11) until the Acueduct.
- Option 2: BUS. You would have to take the metro to Moncloa station (30-40 min.) and there take a direct bus to Segovia (1 h and 15 min.). Once at the Segovia bus station you will have to take a taxi or walk about 20 minutes to the Residence.
- Option 3: PICK UP SERVICE AT THE AIRPORT. For those interested we will send our trusted driver to the airport to pick you up and bring you directly to the Residence for the corresponding cost (1 hour).

What do I need to bring to the room?

In your room you will find all the furniture and bedding (sheets, duvets and padding) and towels (sink and bath towel and mat) necessary for your stay. In addition, we will leave you a soap, shower gel, shampoo and toilet paper for the first day, but these are things that you will have to buy by yourself (there is a supermarket 2 minutes walking distance from the Residence where you can buy all these items). We will also leave 3 or 4 hangers in the wardrobe for the first day, but you will need some more, so we recommend you to bring some or buy them when you arrive. We also recommend you buying an ethernet cable for your computer to connect to Internet (although we have Wi-Fi it is always useful if you can connect your computer by cable in case there is a temporary failure in the Wi-Fi connection). Apart from these small things, we recommend you to settle up in your room to see what else you may need. Don't overweight your baggage, In Segovia there are many shops where you will be able to buy anything you might need.



ARRIVAL AT THE RESIDENCE (II)

What I cannot have / bring into the room?

All the rooms of the Residence are equipped with: bed (105x200 cm or 135x200 cm) with folding canapé, mattress and pillow, bedside table with drawers, wardrobe or wardrobes with drawers and 2 hanging bars, study table with drawers, chair, shelves, reading lamp and paper bin, blinds and complete bathroom with sink, shower, toilet, mirror and auxiliary furniture. In addition, the Residence provides bed linen (sheets and duvet with duvet cover), washbasin and shower towels and a mat for the bathroom, so it is not necessary to bring any of this.

On the other hand, as indicated in the Residence's regulations (that you can download from our website), for security reasons it is forbidden to install and/or use candles, stoves, heaters, microwaves, air fryers, teapots, coffee machines and any electrical or electronic appliance used for cooking or similar in the rooms.

Can I bring my own TV or refrigerator?

No, the additional services offered by the Residence with an additional monthly cost (safe, TV or fridge) must be rented to the Residence in case you are interested. Therefore, it is not possible for the students to bring their own TV or fridge.

Can I customize my room?

We want you to feel at home in the Residence so, of course, you can customize your room, as long as you leave it as you found it, otherwise you could be charged for the damages caused. It is not allowed to stick, hang things or make holes in the walls of the room. If there are marks on the walls it will be necessary to completely paint the affected wall at the end of the stay and its costs will be charged to the resident. However, you can put photos or decorative elements on the shelves and shelves of the room or place some cushions or blankets.



LIFE AT THE RESIDENCE

Who can help me if I have a personal problem or I am sick?

The reception of the Residence is attended by our staff 24 hours a day, 7 days a week, so if there is anything you need or you have any problem there will always be someone at reception ready to help you. If you get sick, we recommend you to contact our reception staff so that we can assess the situation and look for the best alternative, which health centre you should go according to your medical insurance or if it's necessary for us to go with you or call a health service. Remember that we are here to help you!

Are there entry and exit times?

No, the residents can enter and leave the Residence whenever they want, we have staff at the reception 24 hours a day.

Can I have visitors?

Yes, you can receive visits from family or friends during the day between 10:00 and 22:00 hours. Please note that the resident is responsible for the behaviour of their guests. Visitors will not be able to access the dining room during breakfasts or dinners as the dining room is for the exclusive use of our residents. In some types of rooms it is possible to receive overnight visitors, which must be previously authorized by the Management and are subject to payment of the stipulated price per night, even if they do not require an extra bed, and will be for a maximum of 10 consecutive nights.

I am going to be out of the Residence for a few days, should I tell it to the staff?

Yes, whenever you are going to spend the night outside the Residence, we would be grateful if you write down on a sheet that you will always find in reception indicating when you are leaving and when you are coming back so we know who is in the Residence and who is outside.

Do I have to leave at Christmas and Easter holidays?

Yes, the Residence will be closed during the Christmas and Easter holiday periods and residents will have to leave the Residence during these periods, although they will be able to keep all their belongings in the room. The specific dates will be fixed each year according to the academic calendar of the current year and the Residence calendar will be given to each student at their entry in September.



LIFE AT THE RESIDENCE (II)

Can I take away food from breakfast and dinner for later?

No, we are sorry, but It's not possible to take food out of the dining room from breakfast or dinner. Our breakfast is buffet style and you can have anything you want and at dinners you will find a complete menu consisting in a first plate, a second plate with accompaniment and a dessert.

Can I have pets in my room?

It's not allowed to have any kind of pets in the rooms or in any of the common spaces of the Residence.

Is it advisable to drink tap water?

Tap water is drinkable, but in general, we recommend you to drink water from the filtered drinking fountain in the dining room as it is filtered water of improved quality.

Can I receive letters or packages in the Residence?

Our staff in reception will take care of picking up your mail and packages as long as you clearly indicate your full name and room number when ordering.

Who can live in the Residence?

The Factory Residence Hall admits students from any university or educational institution, although in general more than 95% of our residents are IE University students. In addition, teachers or staff associated with the University or educational institutions may stay in the Residence if there are rooms available.



DEPARTURE FROM THE RESIDENCE

When do I have to leave the Residence at the end of the course?

The contract is until May 31st so this is the day you must leave the Residence and take your belongings out of the room. Keep in mind that at the end of the period of stay, the room must be tidied up and ready for review by the Residence staff a minimum of 5 days before the resident's departure in order to be able to evaluate the state of the room if there are any necessary repairs, replacements or substitutions, the cost will be deducted from the deposit paid when these are the result of misuse by the resident. Residents will leave their rooms free and must take all their personal belongings with them. The Management will dispose of any abandoned object, considering that the resident renounces his possession.

Can I leave things in the Residence during the summer?

Yes, but not in the room. We can store your things in the storage room of the Residence during the summer, for this you will have to notify us in advance upon authorization from the Management, you can leave whatever you want to keep in reception, properly marked with your name. This service will be free for those residents who will stay with us the following course and will have a monthly cost for those who don't.

Can I stay in summer?

During the months of June, July and August the Residence works as a hostel accommodating groups and tourists offering the possibility of short stays of days, weeks or even months. If you are interested in staying during these months check our availability because your staying is not guaranteed and will depend on the summer groups we have, so please consult us in advance. Remember that your contract ends on May 31st, so you must leave the Residence on that day, unless you have told us in advance and we confirmed it.

