



**Colegios
Mayores**

INFORMATION GUIDE

**2024 – 2025
ACADEMIC YEAR**

Table of Contents

1. About the Residence Hall

1.1. Management, Administration and Concierge staff	1
1.2. General services	1
1.3. Prices	5
1.4. Facilities	5
1.5. Useful information	6
2. About the University	8
3. About Getafe	9

Presentation

Dear Resident:

We welcome you to the **“Fernando de los Ríos” Residence Hall**. We are sure you will find this an ideal place to further your studies, the setting you need to enhance your University education, and a home which will no doubt offer you unforgettable experiences, learning to live with respect and tolerance towards others. To help you with your stay and orient you in your first days, the Residence Hall Management and Administration staff have prepared this information guide, which we hope you will find useful.

1. About the Residence Hall

1.1. Management, Administration and Concierge Staff

Management Staff

- María Cruz Llamazares Calzadilla (Director) E-mail: mllamaza@der-pu.uc3m.es
- Isabel García Sánchez-Mayoral (Assistant Director) E-mail: isabgarc@pa.uc3m.es

Administrative staff for Residence Hall Services

- José Luis Gómez Del Peso (Head of Services) E-mail: jlgomez@fund.uc3m.es
- Gema Pérez Pérez (Coordinator) E-mail: gema.perez@fund.uc3m.es
- Concha Rodríguez del Amo (Technician) E-mail: concha.rodriguez@fund.uc3m.es
- Pablo Calderón (Administration) E-mail: pablo.calderon@fund.uc3m.es
- Fabiola Expósito (Administration) Email: fabiola.exposito@fund.uc3m.es
- Ana Isabel San Pedro (Administration) E-mail: anaisabel.sanpedro@fund.uc3m.es
- Nelly Hamilton (Administration) E-Mail: nelly.hamilton@fund.uc3m.es

Concierge Ext. 556070

- Agustín, José, Esperanza, Santiago, Diego, Pedro, Jesús, Ramón and Fernando.

1.2. General Services

The “Fernando de los Ríos” Residence Hall offers you a series of complementary services in order to make you feel at home during your time away from home.

Concierge service and security camera surveillance system

For your security and protection, we offer 24 hour concierge service in addition to a 24 hour security camera surveillance system

- i** Residents are advised not to leave their belongings in the common areas and to keep doors and windows locked when not in the rooms.
- i** The Residence Hall is not responsible for the loss of personal items or money within the Residence, nor damage to vehicles or bicycles parked in the Residence parking areas.

Dining hall and cafeteria Service

The Residence hall has a self-service cafeteria – dining hall. Residents have full meal service, breakfast, lunch and dinner every day, including weekends. Dietary considerations due to food allergies or intolerances, medications or other previously noted needs are given special attention.

- i** The rights and obligations of the residents with regard to this service, as well as meal times, will be posted on the Cafeteria bulletin boards.
- i** For respect towards fellow residents, adequate dress and hygiene are required, as well as being well-mannered and respectful with personnel.

- i** Residents may not enter the kitchen area. Any requests should be made through the dining hall personnel.
- i** No food or tableware may be taken out of the dining hall area.
- i** Residents must comply with dining hall hours. Special food or sandwich reservations may only be requested for academic purposes. This service is not available at weekends.

Room cleaning Service

The Residence Hall prices include a weekly room cleaning service. This service is of a general nature; therefore, it is the obligation of each resident to keep his or her room clean and tidy and in good condition.

- i** Residents will be informed of cleaning times beforehand so as to be able to tidy up their belongings. If the room has not been tidied and this impedes the work of the cleaners, the service for the period can be cancelled and the following cleaning will be in the next week.
- i** Due to organizational reasons, frequency of cleaning the rooms will be subject to variation during the weeks with bank holiday.
- i** Additional cleaning services may be requested (see prices).

Maintenance Service

The Residence Hall has a maintenance service for the upkeep and repairs of the installations to guarantee their proper working condition.

The service is available from Monday to Friday for any type of repairs in residents' rooms. On weekends, an emergency service is available for unexpected problems.

Administration

You may ask any questions related to your stay with us in the Residence Hall from Monday to Friday from 8:30 to 14:30, or consult about afternoon hours. The Administration extension is 556072 or 556073.

Cultural activities

During the year, the Residence Hall organizes different leisure, sports and cultural activities aimed at improving the social life of our residents.

- i** It is both your right and obligation as a resident to collaborate and participate so that you can enjoy events such as conferences, debates, expositions, sporting events, cultural visits and excursions

IT Service

The Residence Hall is equipped with:

- Wi-Fi in common areas.
- Free in-room internet connection. Access to this service is subject to the regulations of its use governed by the Residence Hall IT service and network, with the restriction of excessive bandwidth use.
- Computers with internet access for consultation in the Hall.

Residence Hall intranet

In this private area of the Residence Hall web, you will have access to:

- Incidents log: Here you can communicate any problems with maintenance and/or IT in your room.
- Information and participation in cultural activities.
- Self-Protection Plan: with instructions for emergencies and evacuation plans for the Residence Hall.
- General norms and regulations.

i Upon arrival, you will need to register here: <http://intranetfr.fund.uc3m.es>

Telephone service

You may receive outside calls and make internal calls from one room to another at no cost. If you wish to make outside calls, you will need to request this service through Administration:

Rubbish collection. Recycling.

This service requires a great deal of effort on the part of the Residence Hall. To facilitate this, and to keep the Residence Hall clean, please deposit your rubbish bags in the designated areas, located in the following:

Rooms which must use the rubbish area located on the 1st floor (next to room 144)

1st Floor: Even numbered rooms 144 to 160.
 2nd Floor: Even numbered rooms 230 to 260.
 3rd Floor: Even numbered rooms from 330 to 360.

Rooms which must use the rubbish area located on the 1st Floor (next to room 143)

1st Floor: Odd numbered rooms from 143 to 159.
 2nd Floor: Odd numbered rooms from 229 to 259.
 3rd Floor: Odd numbered rooms from 329 to 359.

Rooms which must use the rubbish area located on the 2nd and 3rd Floors

2nd Floor: Rooms 201 to 228.
 3rd Floor: Rooms 301 to 328

Rooms which must use the rubbish area located on the 4th Floor

4th Floor: All rooms.

Rooms which must use the rubbish area located on the 5th Floor

5th Floor: All rooms

Rooms which must use the rubbish area located on the 6th Floor

6th Floor: All rooms

The Residence Hall does, however, provide recycling bins for paper and glass near the exits. We ask that you recycle these materials directly into these containers, thus helping to conserve the environment.

- i** To avoid unpleasant odors, please deposit rubbish in the designated areas Monday to Sunday from 18:00 to 21:00.
- i** All rubbish must be deposited in the containers and in closed plastic bags.
- i** Leaving rubbish bags in common areas, stairwells, hallways, in or outside of rooms etc. is not allowed for health reasons.

Parking for cars and bicycles

The Residence Hall has 83 underground parking places available for any resident who requests them, by paying the fee established for this service. Bicycles are also available for residents to borrow.

- i** For security reasons and to know which cars/bicycles belong to residents, they must be registered with the Residence Hall Concierge.
- i** The Residence Hall is not responsible for possible damage or loss which may occur to vehicles or bicycles in the parking areas.

Storage

During the summer months, only those residents who have renewed their stay for the next term may leave their belongings in the Residence Hall.

- i** All objects left in storage must be correctly boxed and labelled with the owner's name clearly indicated.
- i** The interested parties have free access to this service; the Residence Hall is not responsible for loss or damage to any object.
- i** Any objects left in said storage more than 20 days after the beginning of the academic year will be considered as abandoned and the Residence Hall may remove them.

Short stay accommodations

The Residence Hall reserves a number of rooms which can be reserved by visiting faculty or guests of Carlos III University. This service is also available to family members of residents. Further information and rates can be found on our webpage or through Administration.

- i** Room availability and reservations requests can be made here:

<https://estanciacorta-colegiosmayores.fund.uc3m.es/>

Photocopies

A coin-operated photocopier equipped with printer and scanner is available in the Residence Hall lobby. For bookbinding or any other reprographic services, you can find establishments on or around the campus.

Leisure games

You can share a moment of fun with your peers with the board games that we have available for you: Trivial Pursuit, Party, cards, chess, Play Station, etc., as well as electronic games. In addition we have basketballs, volleyballs, and soccer balls so you can practice your favorite sports.

First aid kits

First aid kits (plasters, bandages, antiseptics...) are available in the Administration office of the Residence Hall.

- i** The Residence Hall is not authorized to administer any type of medication.
- i** There is no medical service.
- i** We recommend that you have private health insurance for your stay. Residents who are covered by Spanish Social Security can request a temporary change of residence in their national health

card at the closest medical center, which is Las Margaritas health center, located at Calle Magallanes, 6 -Getafe

1.3. Prices

Below you can find the prices for some of the services offered by the Residence Hall. You can consult with the Residence Hall Administration information regarding other fees.

SERVICE/ITEM		PRICE
Additional Cleaning	Room	24.50 €
Parking	Monthly	44.10 €
	Weekly	24.25 €
	Daily	4.40 €
Keys	Room (loss)	30.00 €
	Room (breakage)	3.20 €
	Parking	6.40 €
Printing (*)	Black and White (one side)	0.05 €
Internet (*)	Network cable	7.10 €
Laundry (*)	Large capacity Washing machine	2.50 €
	Washing machine	2.00 €
	Dryer	1.50 €
ID card (*)	Cafeteria – dining hall (loss)	5.01 €

Note: 10% VAT not included except in services indicated with (*)

1.4. Facilities

At the Residence Hall you will be able to share experiences that will enrich your time at the University. For this reason, the Residence Hall has sports facilities, common areas and services to encourage the academic and social life of its residents.

- i** All Residence Hall facilities are smoke-free areas. Smoking is not allowed in rooms or common areas based on compliance with Law 28/2005
- i** Residents must respect the schedules as well as rules for using the spaces.

Study rooms and Library

The Residence Hall has four study rooms and libraries for residents' use. A selection of books covering a variety of academic areas and literary genres is available.

- i** These are designated as silent areas; residents must respect those who are studying.
- i** Residents are responsible for leaving the spaces tidied up after they have finished using them.

- i** No food is allowed.
- i** Residents may not reserve places the study rooms as their own. Any notes or other belongings left in the rooms can be removed for cleaning and maintenance reasons.

Laundry room

A self-service 24 hour laundry room is available with credit card-operated washing machines and dryers (see prices).

- i** Instructions and recommendations for use of the machines are clearly posted in the Room. The Residence Hall is not responsible for incorrect use of the same.
- i** Hanging clothing from room windows is forbidden.

Conference hall

An auditorium with audiovisual equipment is available.

Gym and sports facilities

The Residence Hall has a small gym. As a resident you have preferential access to the University Sports facilities. Carlos III University has, on the Getafe and Leganés Campuses, a sports pavilion with tennis and squash courts, an indoor pool, massage service, basketball courts, weight room, etc., with reduced rates for residents. The Residence Hall encourages the creation of soccer, basketball etc. teams in order to compete in University tournaments. The cafeteria also has table football and table tennis.

TV and music room

The Residence Hall has a TV and Video room, equipped with various features, as well as a music room (consult hours and rules).

1.5. Useful information

Rooms

All rooms have their own bathrooms and come with 90 x 200 cm beds, pillow and mattress. The furnishings include a closet, dresser, bookshelves, and a desk with a chair. Rooms also have heating and air conditioning with individual controls, telephones, and TV and internet connections.

Important:

- i** The Residence Hall is committed to a responsible use of water and electricity.
- i** Each resident is responsible for his or her room and to keep it tidy, respecting the work of the Residence Hall personnel.
- i** Residents are responsible for the care of the furnishings and everything in their rooms.
- i** Residents will be held responsible for any damage resulting from incorrect usage of the facilities or furnishings (both in their rooms as well as the common areas) that may occur during the academic year. Repair costs will be deducted from the resident's security deposit.
- i** The use of small appliances is permitted in the rooms.
- i** The in-room kitchens will be disabled in rooms occupied by residents with full board.
- i** If a room is shared by residents with different room and board options, the person with full board will have to renounce the fortnightly cleaning service, there will only be monthly cleaning as if both residents were in the room only option.

- i** Use of glue, thumbtacks, nails etc. to hang posters / frames on the walls, closets or doors is not permitted. If the room shows evidence of the use of these materials, a repair cost will be charged.
- i** Residents may not change the furniture in the room. If a resident changes the distribution of the furniture, he or she will be responsible for any accident or damage caused as a result.
- i** Furniture may not be moved around the other areas of the Residence Hall nor taken out of rooms without permission from the Management staff.
- i** No pets or animals are allowed in the Residence Hall.
- i** For safety reasons, no objects may be left on the window sills.
- i** Smoking is prohibited in all areas of the Residence Hall (including rooms) in compliance with Law 28/2005, 26 December regarding health measures, sales, consumption and publicity of tobacco.
- i** In order to respect study time and sleep of all residents, silence is requested in rooms and common areas (including hallways, terraces and stairwells) especially between the hours of 11:00 pm and 8:00 am.
- i** Residents must allow Residence Hall personnel access to rooms for reasons of order, cleanliness, maintenance and security.

Room conditions

Your room is where you will be spending a good part of your study and leisure time. For this reason, it is important to keep it in good condition so that it is a comfortable and pleasant place. With this in mind, the Residence hall has written up a check-list which details everything that should be available in your room and to allow you to request repairs or replacement if anything is amiss.

- i** You will receive this check-list upon your arrival at the Residence Hall and it must be completed and turned in within a week of that date.
- i** If the check-list is not turned in, it is understood that the room was assigned in perfect order and that, from that point on, the resident is responsible for the upkeep of the room.

Reassignment of double rooms

The Management / Administration of the Residence Hall may, for organizational reasons, reassign those residents who occupy double rooms and who, for whatever reason, do not have a roommate. These residents will be asked to change rooms if the Management / Administration deems it necessary. This may occur during the academic year, including Easter, Christmas or summer holidays.

Room keys and card slots

Upon arrival at the Residence Hall you will be given a room key. Please keep in mind that:

- i** Keys are personal and non-transferable.
- i** Each resident is responsible for the key to his or her room. If lost or damaged, a replacement will be issued and charged according to the applicable fees.
- i** Without written authorization from the room's occupant, no one, including relatives, will be given a key different to theirs at Reception.

In Reception, you can request a **loan key** for up to one hour (sufficient time to open your room, retrieve your key and return the loan key).

- i** Keeping the loan key for more than one hour will be understood as the loss of the key and will be charged as such (according to the applicable fees) with no possibility for a refund of the amount charged, even if the key is found.

The rooms are equipped with special **electronic key card slots** into which the room key must be inserted in order for the lighting and wall sockets to work.

- i** The card slots only work with the key that has been assigned to that specific room.
- i** If the resident is not in his or her room, the card slots cannot be connected through any system. **Tampering with or incorrect usage of the card slots is a punishable misdemeanor.**

Visitors

- i** Visitors shall only have access to the Residence Hall by resident invitation
- i** All visitors must be registered in Reception, visits are not allowed before 08:00 and must leave the Residence Hall by 24:00
- i** The resident is responsible for the behavior of their guests. They must respect the rules and regulations of the Residence Hall.
- i** Management reserves the right to refuse admission to any visitor.

In case of emergency

The Residence Hall is equipped with fire detection systems which are activated in case of emergency. At the beginning of the academic year **all new residents will attend a mandatory** talk regarding emergency protocol. Additionally, during the year there will be emergency evacuation drills to ensure the proper functioning of the Residence Hall Self-Protection Plan.

- i** For the safety of all, **tampering with, or improper use of the fire detection systems in the rooms or common areas is prohibited and constitutes a punishable misdemeanor.**

All information regarding the Residence Hall Self-Protection Plan is available on the intranet.

2. About the University

Carlos III University of Madrid offers a wide variety of interesting and useful services. Among others:

- **Culture:** Classes and activities related to music, theater, dance, travel, expositions, etc.
- **Shows and concerts:** Theater, music, dance, opera, zarzuela, etc., in the "Padre Soler" Auditorium on the Leganés Campus.
- **Sports:** Aerobics, stationary bike or body-tonic classes; Tai Chi and kickboxing classes; soccer, basketball or volleyball tournaments; paddle tennis, chess and table tennis competitions are just some of the activities offered. Both the Getafe and Leganés Campuses have a sports center and heated pool. Additionally, the Getafe Campus has spa facilities.
- **Psychological and psycho-pedagogical counselling.**
- **Integration program for students with disabilities.**
- **Volunteer work program.**

Further information can be found at www.uc3m.es or by visiting our offices located in the Betancourt Building, office 1.0.102A (next to the photocopy service) on the Leganés Campus and in the Maria de Maetzu Building, office 2.0.03 on the Getafe Campus.

3. About Getafe

Public Transport

Bus services run from 6:00 am to 12:00 am. There is a night service from 12:00 to 6:00 am.

- Buses to Madrid: Lines 441 and 442. The bus stop is on Calle Madrid, next to the Residence Hall.
- Train to Madrid: You can catch the commuter train (Cercanías) Line C4 at the station near the Residence Hall. The stop is “Las Margaritas”.
- Metro-sur (Line 12): The closest stops to the Residence Hall are “Juan de la Cierva” and “El Casar”.

Taxis

- Radio-Taxi: 91 683 52 16 or 606 948 383
- TaxiGetafe: 689 075 085

Train and coach terminals

Coaches:

- “Avenida de América” Terminal (Metro Avenida de América - line 6).
- “Sur” Terminal (Metro Méndez Álvaro - Line 6).

Trains:

- Atocha Station (Metro Atocha RENFE- Line 1).
- Chamartín Station (Metro Chamartín - lines 1 and 10). Both in Madrid.

Closest Bank offices

- **Banco Santander.** Building 11 Luis Vives. On the Getafe Campus
- **Caixabank.** Calle Violeta Parra, at the corner of Avenida de las Ciudades.

Post and Telegraph offices

The closest post office is in the “Bulevar” shopping center in Getafe, located on Carretera de Getafe – Villaverde. Telephone: 916825119