



## Destelheide – vzw ADJ

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### HOUSE RULES

#### Prior note

1. House rules are **regulations** that groups staying in *Destelheide* have to abide by. They are meant to make the stay for all groups as pleasant as possible. All groups are compelled to respect these house rules.
2. In *Destelheide*, all people **respect** one another: all forms of discrimination, racism and propaganda of whatever nature are unacceptable. The basic underlying principles here are the "European Human Rights Convention", the "Fundamental Freedoms" and the "Universal Statement on the Rights of the Child".
3. *Destelheide* must be informed in advance who will be the local coordinator of the stay and ensure the communication with *Destelheide* for making arrangements and suchlike. This **group coordinator** must be present during the entire stay of the group in *Destelheide*. Upon arrival, the group coordinator communicates his or her mobile phone number to the reception desk or the janitor.  
Group members must be able to reach their group coordinator for the entire duration of their stay.  
Upon leaving their rooms and bedrooms, the group coordinator must check whether the lights have been switched off and the windows and doors have been closed and locked.  
The group coordinator must also provide for a **first aid** box. He/she informs the participants that he/she has such box with him/her.
4. If a group called for **emergency services** (ambulance, police, fire brigade), the group coordinator must immediately inform the reception desk or janitor.
5. **Pets, caravans and tents** are **not allowed** on the domain.
6. There is a **general smoking ban** in all buildings, ALSO in the pub and canteen.

#### Arrival

7. Upon arrival, the group coordinator immediately reports to the **reception desk or janitor** of *Destelheide*. He/she communicates as soon as possible the exact size of his/her group to the reception desk or janitor, as well as the number of participants that will have (vegetarian) meals, coffee and tea. He/she will then receive the bedroom list and the corresponding keys of buildings and rooms.  
On the day of their arrival, the group coordinator completes the **bedroom list** and returns it to the reception desk or janitor. He/she is responsible for the correctness of the bedroom lists. These lists will be used for counting the number of persons upon an evacuation.

Once the luggage and educational material have been unloaded, all cars must immediately return to the **car park**. The fire brigade forbids parking in the immediate vicinity of the buildings.

### Rooms

8. Depending on the size of the group, *Destelheide* will make available one or more **basic rooms**. These rooms are permanently available to that group. For additional rooms, fixed rates per day (section) are applied. On the day of departure, the group makes sure that the **rooms and bedrooms** are returned in the state as they were handed over to them. Everything is re-placed in its original position. In each building, cleaning equipment is available. Please do **not** stack tables with the table tops onto another. All **furniture** must at all times remain in the rooms, including tables and chairs.

### Sports fields

9. The **sports field** can be used free of charge for groups staying on the domain. Non-residents can use the sports field at pre-set rates. Booking is possible.

### Material

10. *Destelheide* makes **sports and educational material** available upon payment of a security. The group coordinator can borrow this material during the opening hours of the reception desk.

### Bedrooms

11. Bedrooms are available on the first day of the group's stay **as of 16.30 h**. Until then, luggage can be kept in the designated rooms. In every bedroom an **inventory** and a memo with practical information are displayed. Upon arrival, participants should report missing, damaged or defective material or equipment to the group coordinator. He/she will then pass this on to the reception desk or the janitor. Damage that hasn't been reported, will be charged to the group. **Sheets, blankets or duvets and bedroom furniture** must always remain in the bedrooms.

### Restaurant

- |                    |           |                   |
|--------------------|-----------|-------------------|
| 12. <b>Opening</b> | Breakfast | : 7.30 – 09.00 am |
|                    | Lunch     | : 12.00 – 13.00 h |
|                    | Dinner    | : 18.00 – 19.00 h |

These hours may be changed in consultation with the group(s), for instance if *Destelheide* is almost completely booked.

Breakfast, lunch and dinner are organised through a self-service system. After having eaten, group must clear the tables and return dirty dishes and cutlery to the designated trolleys.

### Pub / canteen

13. From 10.30 to 11.00 h, from 12.45 to 13.45 h and from 15.30 to 16.00 h, the bar is open to be used as recreation room. At 12.45 and 15.30 h, every lodger can have a cup of coffee or tea free of cost (included in full board price). At 10.30 h, you can buy something to drink. You can pay with money or with coins. Coins can be ordered by the group coordinator and are charged through the invoice.

In the evening, groups should tend the bar themselves. The group tending the bar is responsible for the finances, service, music and dishes and for cleaning, opening and closing the pub.

If **more than one group** is staying in *Destelheide* at the same time, they should arrange during the afternoon break together with the supervisor of *Destelheide* which group will tend the bar on which evening. During **two-day stays** (weekends), all groups are jointly responsible. One group runs the bar whereas the other groups help out a hand at peak moments. Cash shortages, if any, are shared by all groups in proportion to their size.

Everyone must respect the pub's **sales prices**. The groups must cover all cash shortages, either in cash or through the lodging invoice.

Only products of or delivered by *Destelheide* may be sold or consumed. If *Destelheide* detects misuse, corkage may be charged. These products may but be sold and consumed in the pub only. After prior consultation, groups may use the pub for other activities as well.

14. Selling alcohol to youngsters below 16 is not allowed.

#### Departure

15. Participants and their monitors must clear the bedrooms on the day of their departure according to the instructions **prior to 9.30 am**. The bedroom keys are collected and handed over to the reception desk or the janitor. The group coordinator **inspects** all rooms and bedrooms used by the group. Lost or forgotten objects are kept for three months and can be collected at the reception desk during opening hours.

Upon the group's **departure**, a supervisor from *Destelheide* inspects the rooms and bedrooms. Damage or shortages will be charged. The group coordinator is allowed to be present during this inspection.

#### Miscellaneous

16. **Emergency exits** must remain free at all times. It is strictly forbidden to place obstacles before (emergency) exits, escape routes or in the hallways.
17. The outdoor use of **sound installations** is not allowed. Close windows and doors if the sound level in rooms is high.
18. Any misuse of fire alarm systems will be penalised with an administrative fee.
19. On the notice board at the secretariat and restaurant, the phone numbers of **doctors, pharmacists, emergency services and weekend duty desks** are displayed.
20. In every building, the instructions in case of **fire** are affixed next to the evacuation plans. Everyone should know and be able to follow these instructions.
21. Making **fire** on the premises or incinerating paper and waste are forbidden upon the instructions of the fire brigade and local administration.
22. *Destelheide* is committed to **sorting waste**. Clean paper and cardboard, cans, iron, glass, food rests, small hazardous waste and residual waste must be collected in separate waste bins.

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