

RULES & REGULATIONS GOVERNING ALL ADMISSIONS AT

WITTY HOSTELS (For Students and Professionals)

- ❖ **Witty Neelkanth Apartments, Ramchandra Lane, Malad West, Mumbai 400 064**
- ❖ **Witty Juhu Vistas, Gulmohar Road, JVPD Vile Parle West, Mumbai 400 049**

All interested applicants are requested to read about our Hostel philosophy, features and facilities offered, our safety parameters, our management pedagogy and all the Rules and Regulations before applying for admission at our Hostel. It will be assumed that all applicants have read the rules and regulations if application for admission is received at our Hostel. These rules are applicable to all applicants and residents staying at our Hostel. These guidelines and regulations are to ensure that the hostel is a safe and comfortable living environment for all residents. Any violation of these guidelines and regulations may result in disciplinary action, including but not limited to warning, suspension, or expulsion from the hostel.

ADMISSION

1. Admission to the hostel is open to female students who are enrolled in Educational Institutions in Mumbai for Graduation/ Post-Graduation Courses & Female Working Professionals.
2. New admissions are granted strictly on recommendation / reference and subject to availability of seats and at the sole discretion of the Management. All applications have to be submitted online / in person at our Hostel Office. Hostel authorities will respond only on the email id provided by the applicant at the time of application for admission.
3. All documents must be annexed / uploaded as requested for in the application form. Incomplete application forms will not be entertained.
4. Medical history if any must be disclosed by the resident with necessary fitness certificate from the Physician at the time of admission. Hostel does not bear responsibility for any medical emergency due to non-disclosure of medical history at the time of admission.
5. Applicants will be given admission only through proper administrative procedure. Likewise, any kind of bribing / gratification to any individual for availing admission is not encouraged by the hostel.
6. The hostel management reserves the right to reject applications received for admission without giving any reason whatsoever. The hostel reserves the right to deny admission to any applicant if they do not meet the admission criteria or if their conduct or behaviour is deemed unsuitable.
7. **Admissions will not be granted on a trial basis.**

FEES

1. **Bed Charges / Hostel Fees (as per duration of stay) and Security Deposit are payable upfront before check- in for each year / duration of stay as sanctioned / once admission is granted.**
2. Fees once paid are not transferable / adjustable or refundable under any circumstances. Requests received towards the same will not be entertained by the hostel management.

3. Residents will be expected to pay separately to the hostel for any other services availed by the resident and if/as approved by the management. (like outsourced Dry cleaning service, food delivery from various restaurants, tiffin service etc)
4. Hostel Fees for new admissions are subject to change at the discretion of the hostel Management.
5. Allotment of Floors and rooms will be at the sole discretion of the Hostel Administrative Department. Requests for change in room numbers / floors will not be entertained unless there is a specific genuine reason and subject to vacancy.
6. **Change in Floor / Room numbers is not allowed under normal conditions.** In special cases, the Hostel warden may permit the same by charging a one-time transfer fee of Rs. 10000/- Rupees Ten Thousand Only.
7. Duplicate I-card will be charged @ Rs. 500/- and will be issued within one week of receipt of such payment.
8. GST as applicable will be payable separately in addition to hostel fees.
9. If the admission is cancelled in the midterm, No Dues Certificate will be issued only after clearance of the fees for the balance term. GST and other statutory taxes as and where applicable will be payable separately.
10. Hostel Management reserves the right to modify the fees from time to time.
11. **Hostel reserves the right to suspend the services to the resident if any kind of outstanding dues are reflected. Also, our mobile app / software will issue reminders for outstanding fees for a couple of weeks and will block access to the mobile app/ biometric/ room access thereafter, if the outstanding fees / arrears remain unpaid.**
12. Security Deposit is payable separately as applicable and the same shall be refunded within a month of the student vacating the hostel subject to No Dues.

CHECK IN / MOVE IN & MOBILE APPLICATION

1. **Standard check in timing for move in is 11.00 am. Residents will be allowed to move in only on the specified date and timings allotted by the hostel authorities. Parents / Guardian will be allowed to accompany the resident at the time of check in to help settle in the room. However, parents / guardians will not be allowed to stay back in the hostel post 8.00 pm on the check in day and thereafter.**
2. The hostel office should be informed of the expected date and time of arrival of the new resident. Any changes to the expected date and time of arrival must be communicated to the hostel office in advance.
3. Residents are permitted to move in with two bags - CABIN SIZE. Oversized bags are not permitted. Students are not permitted to keep big cartons in the room which may clutter the space. All personal belongings must be stored in the wardrobe and the bed storage provided.
4. All basic amenities such as toaster, fridge, microwave, bed, mattress, study table, curtains etc are provided by the Hostel administration in each flat. Residents must inspect all amenities before occupying the room and must intimate the hostel authorities if any defect is observed.

5. Hostel does not provide cutlery, toiletries etc. Residents are expected to arrange the same on their own.
6. New residents must provide a government-issued photo ID / Aadhar Card at the time of check-in along with the other documents mandated for admission.
7. The resident will have to sign the hostel form and follow the check-in procedures.
8. All residents will have to compulsorily download the mobile application meant for all residents. All information and communication with all the residents will strictly happen via the mobile application only. Also all leave approvals and scanning requirements as per the app will be mandatory.
9. The resident has to check out on the last day of their package tenure. Check out timings are between 11 am to 1 pm on the said date of check out. If the resident wants to extend their stay beyond the last date of their package they need to approach admin office and check on the availability and charges for extension well in advance, as the rooms may be auto prebooked for another resident immediately after the package tenure, so at times hostel may not be able to cater to extension requests.
10. Check-in and Check- out dates will be strictly as per the current booking and all residents are expected to check out with their luggage on last date of their current package. Renewal after a break of certain months will be considered as a new admission and check in / check- out policies will be as applicable thereafter.

HOSTEL TIMINGS, SAFETY, SECURITY & RESIDENT I - CARD

1. Entry to the hostel campus, facility floors, flat entry on all days will be strictly via the Resident (RFID) I- Card/ Fingerprint Biometrics of the residents on the day of Check In.
2. Residents will be allowed to move out of the hostel only after 5.00 am sharp in the morning unless specific permission is obtained from the hostel warden.
3. Residents will have to report before 10.30 pm in the night after which the hostel gates shall be closed. Residents who have availed special advance permission will only be allowed to enter late at night as per the permission granted. Such permission will be granted by administration only after request mail is received from the parents of the resident / leave is approved on hostel app. All our residents are adults and we expect everyone to behave responsibly. Parents / Guardians must be aware of the whereabouts of their ward and this being an adult hostel residency, hostel management will not be responsible for late entries /early exit of residents. However, entry/ exit from the hostel during non-permitted hours will be granted only after the resident has taken prior permission as per protocol.
4. Any student staying out of the hostel for any reasons whatsoever shall have to submit the leave application on hotel app or send the request through their parent's email and procure approval for night out/ regular leave/ vacation leave as applicable from the Hostel Warden. **The security personnel retain the right to grant access within the hostel premise only after the confirming the leave approval.**
5. The Student Housing Apartment is equipped with ample CCTV cameras installed at all important locations. There will be security guards stationed at the entry gates with proper visitor management

software and mobile application. No outsider will have access to any of the floors under any circumstances. Likewise, regular patrolling by the security guards shall be done at regular intervals on all the floors.

6. Hostel Warden and authorized admin staff reserves the right to inspect the resident rooms at any point of time during their stay and also undertake required maintenance work as per requirement.
7. **It will be mandatory for residents to install the hostel app on their mobile phones and make use of student log in on hostel website for application of leaves/ late entry approvals/ meal bookings/ mess feedback/ raising tickets/ event updates / extension requests and other features of the resident portal.**

USAGE OF AMENITIES AND DAMAGES

1. The hostel provides a variety of facilities and amenities as mentioned herein. All facilities can be used by the residents only as per the timings allocated / appointments granted via the mobile application and by using the resident I-Card.
2. Residents must follow the rules and regulations of the hostel while using these amenities.
3. Any damage caused to the amenities due to misuse or negligence will be charged to the resident responsible.
4. Residents are responsible for any damages caused to the room or the amenities.
5. Any damages caused due to misuse, negligence, or intentional behaviour will be charged to the resident responsible.
6. Residents must keep their rooms clean and tidy.
7. The hostel management reserves the right to inspect the rooms at any time.
8. If the resident is unable to pay the damages, the cost will be deducted from the security deposit.

In Room Facilities provided by the Hostel
Video Door Phone, RFID access to the Flat, Key access / Fingerprint access to individual rooms.
Single Bed (6x3 size) with Mattress, mattress protector, 2 bedsheets, Duvet with Duvet cover, 2 pillows with 4 pillow covers for each student, 2 laundry bags, Study Table
Personalised wardrobe (3x6 ft) for each student with a Digital Safe.
Hi-Wall Split Unit AC, Student table and chair as and where possible as per room / flat.
Microwave oven, 250 litres fridge, bread toaster in each kitchen per flat.
24x7 Drinking water & Water Purifier in each kitchen
24x7 water supply and Instant Geyser, Mirror in each toilet
Window Grills, mosquito net and Curtains for all windows.

COMMUNITY LIVING GUIDELINES

1. Residents must respect each other's privacy and personal space along with each other's beliefs, cultures, and values.
2. Noise levels must be kept to a minimum, especially during study hours and at night. Light out must be maintained strictly between 12 midnight to 5.30 am. Residents can use reading lounge to study during night time.
3. Common areas should be kept clean and tidy at all times.
4. Cooking is strictly not allowed inside the flats. Only Microwave oven provided by the hostel may be used to heat cooked food. Kitchen area and personal utensils in the flat will have to be cleansed by the residents only. Likewise, residents are not permitted to use any kind of stove / gas / electric induction cooking device etc.
5. Personal food items can be stored in common refrigerators. The residents should adequately label their food items. Witty Hostels will not be liable for consumption of personal food items by the other residents.
6. Residents should avoid stocking up the fridge unnecessarily. Residents are responsible for the cleanliness of the shared kitchenette in their flats. Stocking contaminated food items will not be permitted and strict action will be taken for not maintain hygiene protocols. The hostel staff reserve the right to get rid of any leftovers found in the refrigerator which may risk cross contamination.
7. Discrimination, harassment, bullying, ragging and any form of violence will not be tolerated. Hostel has a zero-tolerance policy regarding such behaviour and any violation will lead to immediate expulsion of the student from the hostel. Once suitable inquiry is conducted, action as prescribed by law shall be initiated against students found involved into any form of ragging with any other student.
8. Verbal or physical abuse towards any member of the hostel community is strictly prohibited.
9. **Residents will use appropriate courteous language and behaviour while communicating with hostel administration, hostel support staff and co residents. Any behaviour that disrupts the peaceful living of the hostel community will be subject to disciplinary action which may involve suspension and further disciplinary action. No refund is applicable if a resident is suspended due to disciplinary violation.**
10. Playing of sound systems in the room at higher decibel levels is strictly not permitted. Any complaint received regarding the same shall be dealt with strictly along with levy of heavy penalty.
11. Smoking, consumption of liquor or use of any kind of illicit drug substance / intoxicant, gambling, playing cards etc is strictly banned and will lead to immediate expulsion if found. Likewise, Eggs / Non vegetarian food is strictly not allowed in the hostel premises. Any kind of violation will result in immediate termination of the admission.
12. There is one fundamental hostel rule, that all residents at all times will behave sensibly and show courtesy, consideration and respect for others and do nothing that will bring the hostel's name into disrepute. Likewise, adapting to co residents while sharing the room will be the responsibility of the inhabitants of the room.
13. The hostel management will not accept responsibility for any interpersonal issues of the residents within the hostel premise or outside.

14. Irregular attendance at hostel, physical violence in hostel, misbehaviour with fellow residents, cyber bullying or conduct injurious to the moral tone of the hostel are sufficient reasons for the dismissal of a resident. In such cases the decision of the management shall be final.
15. Any damage done in the rooms or in the hostel premises has to be made good. Residents must take care of the equipment that has been given for their use. Any loss to hostel property will be recovered from the student from the security deposit.
16. Photographs of common spaces and events will be used for promotional purposes by the Hostel.

HOUSEKEEPING, LAUNDRY & MAINTENANCE SERVICES

1. Hostel may have a dedicated common space for Laundry having washing machines and dryer facility. Residents may use the said laundry facility.
2. Kindly ensure the use of the correct detergent while using the washing machines and keep the machine free for use by promptly removing the laundry once the wash cycle is completed.
3. **Laundry service is outsourced and complimentary at all our hostels. Hostel management will not entertain any complaints pertaining to laundry service offered by the outsourced agency. No claim of any nature shall be entertained by the management concerning deficiency in laundry service or for damage to any clothes / other articles.**
4. Kindly note the below policies applicable with the professional laundry service:
 - a) Laundry services are meant for regular daily wear only. For hygiene considerations, inner wear or socks will not be accepted for Laundry.
 - b) The following items should not be given in general laundry service, as they can get damaged:
 - Any delicate or expensive branded clothing/ clothes that bleed
 - Woollens, jackets, leather items, embroidered clothing
 - Items strictly meant for dry cleaning
 - c) Dry cleaning service is optional and can be availed at additional cost as per the charges levied by the laundry agency.
 - d) For all services, the laundry agency exercises reasonable care in processing articles that are entrusted to them and processing each article using methods that are best suited to the fabric's natural construction and condition.
 - e) The agency does not assume responsibilities for inherent weaknesses or defects in materials that are not visibly apparent prior to processing. This applies particularly, but not exclusively to suede, leather, silk, satin, double-face fabric, vinyl, polyurethanes.
 - f) However, the agency cannot assume responsibilities for changes in texture, running of dyes, appearance of stains, spots, fading, discoloration, old stains, ripping/tearing of fabric, hidden defects, nap distortion, watermarking, pre-existing conditions (visual or non-visual) or any other defects on cleaned article/s which may occur due to weak and tender fabrics that is beyond our care methods.

- g) The laundry agency does not guarantee stain removal for all stains and the agency would not be held responsible for stains which cannot be removed that are beyond their care methods.
 - h) All articles must be inspected and dissatisfaction, if any, shall be intimated to the laundry professional at the time of collection.
 - i) Where laundry department is within the hostel building it is the responsibility of the residents to submit their laundry and collect the laundry on the next day of submission with the office hours. If laundry is not collected on time, laundry agency will not be responsible for any loss/damage of clothes.
5. Hostel has well appointed, well trained Housekeeping staff members who would do the housekeeping and washroom cleaning of each flat. The residents are strongly advised to keep secure and lock all their valuables e.g. mobile phones, laptop, watches, money etc. at all times. Housekeeping team may enter the rooms for cleaning as per their schedule even in the absence of residents to ensure regular and timely cleaning of all rooms. While leaving the room or going on leave, it is the responsibility of the resident to ensure all their belongings are securely stored and locked in their cupboards or personal lockers and the keys of the same must be with residents at all times. **Hostel Management would not entertain any claims for the loss/damage of any personal belongings of the resident.** In case, housekeeping services are not required to be done during your absence, residents will have to intimate the admin team for the same.
 6. Two Bedsheets and Pillow covers are provided at the time of move in. Additional quantities will have to be procured by the residents only.
 7. Maintenance of the appliances, electrical, plumbing and other day to day maintenance work inside the flats and in the hostel shall be done by the professional team appointed by the hostel management.
 8. Residents may bring and use Iron / Steam iron in their room for personal use.

DINING

1. Hostel will provide a well-equipped Dining Hall facility for the residents serving healthy, nutritious and quality food prepared by central team of Chefs.
2. Residents will be able to enjoy Breakfast, Lunch, and Dinner for 6 days a week and only Breakfast and Lunch on Sundays and National Holidays. Sunday will be a feast day for residents.
3. **Dining at our hostels in an outsourced and complimentary service. Any legitimate feedback in relation to dining can be shared on the hostel app and to the central kitchen helpline number and due cognizance will be taken after analysing the overall review by the executive kitchen team.**
4. **Dining Hall timings as finalised by the Hostel Warden will have to be strictly adhered to by the residents. Meals will not be provided beyond the applicable meal timings.** Dining Hall cutlery cannot be taken to individual rooms.
5. Meal timings need to be strictly adhered to. Food wastage is not appreciated. Special care is taken to prepare homely wholesome nutritious food. The food items available on the menu for the spread

will only be available. The menu is prepared by the kitchen team keeping the overall nutrition value and the wholesome nature of meals in mind, hence personalized menu requests cannot be catered to.

MEDICAL FACILITY

Hostel will provide only basic first aid facility within the campus. On Call Medical doctor facility will be available with applicable charges as per tie up with various local dispensaries and hospitals. The consultation charges need to be borne by the resident. Any medicine / medical aid required by a student will have to be arranged by the student on her own. Hostel has a provision for a stretcher, wheel chair and a first aid kit bay. In case a resident is suffering from a contagious disease it will be required for the resident to abstain from staying in hostel premises and take appropriate medical care to avoid the risk of spreading the contagion.

VISITORS POLICY

1. Visitors are not allowed to enter the hostel premises. They will be entertained only till the security cabin.
2. Food / grocery delivery from outside restaurants and stores will be restricted till the security area only. Residents will have to pick up such delivery from the security counter. The hostel will not entertain claims for loss of parcel, so it is advised that residents coordinate with the delivery person and are available in person to take their delivery near the security cabin.
3. The resident is responsible for the behaviour of their visitors if permitted for limited duration as per sole discretion of hostel administration staff.
4. The hostel management reserves the right to deny entry to any visitor if their conduct or behaviour is deemed unsuitable or disruptive to the hostel community.
5. Visitors are not allowed to use any of the hostel amenities or facilities.
6. There will be no parking for the residents/ visitors inside the hostel campus.
7. The hostel management will not be responsible for any loss or damage caused by visitors. Residents will be fully accountable and responsible for the same.

INTERNET

Bandwidth speed will depend on the service provider and the Hostel location. Speed will be limited per user and may be changed as per company policy.

Devices per user: Hostel may have a restriction on the maximum number of devices per user.

Witty Hostels is committed to offer a fair internet experience to everyone for which we may continuously monitor internet usage by the residents. A Fair Use Policy i.e. to ensure that every resident uses data in moderation with respect to the fellow residents (given in Gigabytes (GB) of data) will apply on all internet services.

Browsing access: The residents are not allowed to -

- Access illegal sites
- Create and maintain fake accounts
- Download and view pirated content
- Faking IP
- Piggybacking: Using someone else's credentials

GENERAL TERMS OF AGREEMENT

1. Residents must abide by all the rules and regulations of the hostel.
2. Any violation of the rules and regulations will result in disciplinary action.
3. The hostel management reserves the right to expel residents who violate the rules and regulations or whose conduct is deemed unsuitable.
4. The hostel management is not responsible for any loss or damage to the resident's personal belongings.
5. The hostel management reserves the right to change the rules and regulations at any time and the same shall be binding on all the residents. The hostel reserves the right to make changes in the Hostel Rules, which will be communicated to residents. Residents are expected to check the hostel website at regular intervals for all updates in the hostel rules.
6. Shifting of furniture, equipment, sticking cello tapes, sticking posters on walls, any use of marker pens on furniture, nailing the walls etc is strictly not permitted within and outside the flat. Likewise, scribbling on walls, furniture, bedsheets and curtains will lead to levy of penalty. Spilling of water, cold drinks or any other beverage, and applying cakes during birthday celebrations are strictly prohibited and will attract heavy penalties.
7. The hostel authorities will not be responsible for the loss, damage or robbery of any resident's belongings.
8. Residents are not allowed to stay in the residence allotted to others and any complaint received by the residents will be dealt with strictly.
9. Pets are not allowed in the Hostel premises.
10. Littering is strictly not permitted within the flat, hostel campus and throwing of litter outside the window will attract a strict and heavy penalty.
11. Residents will not be permitted to park their four wheeler/ two wheeler vehicles inside the hostel premises.

WITHDRAWAL / CANCELLATION POLICY

The hostel fees once paid are not refundable, transferable or adjustable under any circumstances after a student has moved in the hostel. Students must apply for hostel facility only after their admission in college is confirmed. Hostel management will not entertain any refund application under any circumstances and the vacant bed will be allotted to the next waiting list candidate.

If a student / resident is expelled from the hostel for any reasons whatsoever, hostel fees paid will not be refunded under any circumstances. Security Deposit shall be refunded after 30 days of the student leaving the hostel subject to No Dues.

In cases where resident has not moved in to the hostel- Prebooking:

If Admission is cancelled before 90 days of move in date of the hostel, Rs. 20,000/- lump sum or 20% of the total Fees paid to the hostel till the date of cancellation, whichever is higher shall be deducted as administrative costs.

If Admission is cancelled between 61st day – 90th day before move-in date of the hostel, Rs. 25,000/- lump sum or 25% of the total Fees paid to the hostel till the date of cancellation, whichever is higher shall be deducted as administrative costs. If Admission is cancelled between 31st day – 60th day before move-in date of the hostel, Rs. 30,000/- lump sum or 30% of the overall Fees paid to the hostel till the date of cancellation, whichever is higher shall be deducted as administrative costs.

If Admission is cancelled between 1st day – 30th day before the move-in date of the hostel, Rs. 50,000/- lump sum or 50% of the overall Fees paid to the hostel till the date of cancellation, whichever is higher shall be deducted as administrative costs.

Hostel Management does not entertain any kind of refund application after the student / resident has checked in at our hostel. Fees paid are not adjustable, refundable and transferable under any circumstances after the check in.

These guidelines and regulations are to ensure that the hostel is a safe and comfortable living environment for all residents. Any violation of these guidelines and regulations may result in disciplinary action, including but not limited to warning, suspension, or expulsion from the hostel.