



UNE MAISON DE PARENTS EN BOURGOGNE

Home for inpatients' relatives and outpatients

HOUSE RULES

ARTICLE 1: ACCESS RULES AND LENGTH STAY

1.1/ Access to the "Maison de Parents" is restricted only to authorized persons (relatives of hospitalized patients or outpatient residents). The admission of all residents is requested by the resident himself, his representative, or the facility care where the patient is or will be hospitalized.

1.2/ Documents required:

1.2.1 Relatives and friends

- status form (= bulletin de situation) of the hospitalized patient (to be presented at your arrival)
- social security certificate
- the resident's last income tax notice

The accommodation rates for the resident will be determined by these last two elements.

1.2.2 Outpatients

- status form (= bulletin de situation) of the hospitalized patient (to be presented at your arrival)
- Medical certificate (to be presented at your arrival)
- social security certificate
- the resident's last income tax notice

All missing documents should be sent to the "Maison de Parents" during the 15 days following your arrival.

1.3/ Minor residents must always be accompanied by a responsible adult.

1.4/ The maximum stay is 3 months. Any extension will require a personalized request.

1.5/ Visits to residents must be announced at the reception. They are not allowed after 10 pm.

1.6/ It is possible to share a room for one night or more only if we know the name, quality and length of the stay of the accompanying person before his arrival.

1.7/ Pets are not allowed.

ARTICLE 2: RULES OF COEXISTENCE

2.1/ Bedrooms: the bedroom assigned to you at your arrival is in perfect condition of use and maintenance. Any problem has to be reported immediately. If you stay several nights, you have to clean your room. We will change the towels every 3 days and clean the room once a week. For reason of hygiene, drawsheets have to remain in place.

2.2/ Dress code: a proper clothing is required in the common area at all times.

2.3/ Kitchen: take care of all the material at your disposal; clean, dry and put away the dishes after use; all food in the fridge or freezer has to be labeled and put in the appropriate boxes (ask for them at the reception). It is strictly forbidden to put pans or open cans in the fridge.

2.4/ Clothes washing and drying are only done in laundry rooms. They are open between 9 am and 8:30 pm. All machines must be empty at the end of the day. All procedures must be strictly respected. It is forbidden to let your clothes dry on radiators or chairs in your room as well as outside.

2.5/ Security: the front door of the house is closed between 8 pm and 7:30 am. A security code to enter on the evening is given to you at your arrival. After entry, make sure the door is securely closed.

2.6/ Heaters, fridges, TVs: do not change their settings. If you notice anything unusual, please let us know as soon as possible.

2.7/ Respect for others: As a reminder, the "Maison des Parents" welcomes everyone, regardless of their nationality, geographic origin, social protection type or income. As such, residents have to respect others' customs as long as they strictly respect the common rules of the house. And do not forget to lower the sound when you watch TV or listen to the radio to ensure the tranquility of others.

2.8/ It is strictly forbidden to eat in your room and in the common rooms. Only the dining room can be used.

2.9/ The "Maison des Parents" is a no-smoking area.

ARTICLE 3: RUNNING OF THE MAISON DE PARENTS

The "Maison de Parents" is managed by an independent non-profit association and works with a team of administrators, employees and volunteers. You will meet them during your stay: they will always try to answer all your questions and will guide you to the right person or service. Feel free to contact them.

Reception hours: 8 am to 12 am and 3 pm to 7 pm on weekdays; 9 am to 4:30 pm during the weekend.

Checking out: from 9 am to 12 am. If you have to leave outside of these hours, please notify the reception the day before when it is possible.

To facilitate the good running and the life of the house, all hours mentioned here must be strictly respected.

ARTICLE 4: DEPOSIT- BILLS AND PAYMENT

4.1 Relatives and friends

Unknown length stay

A deposit is asked at the resident's arrival and returned at the end of the stay, after the final payment. Its amount depends on the estimated nights at the house, the applicable rate and additional services (meals, phone, laundry...). An incomplete file leads to the use of the highest rate (rate 4) to calculate the deposit. If a document is still missing at the resident's departure (particularly the income tax notice) and not received during the 15 days following his arrival, the final bill will be established on the rate 4 basis. The deposit will be returned as soon as we receive the final payment.

Short term stay with a complete file

A deposit corresponding to the resident's stay price is asked at his arrival. The bill is issued at his departure. In case of leaving outside of the reception hours and if the final bill corresponds to the deposit, the invoice will be established (the deposit will be used as payment).

4.2 Outpatients

The stay of outpatients sent by the University Hospital or the Centre Georges-François Leclerc (cancer centre) is taken care of for the length indicated on the medical certificate according to the agreement with these institutions if all administrative obligations are fulfilled (article 1.2.2).

Stays longer than 2 days

A deposit corresponding to all intended services (meals, telephone...) for the duration of the stay will be asked. It will be refunded after the payment of the bill, upon the final departure of the outpatient (the deposit will be used as payment).

One or two nights stay

A deposit corresponding to all intended services (meals, telephone...) during the stay will be asked. The bill is issued at the resident's departure. In case of leaving outside of the reception hours and if the final bill corresponds to the deposit, the invoice will be established (the deposit will be used as payment).

ARTICLE 5: PARKING

Parking within the precincts of the "Maison de Parents" is strictly limited to authorized persons:

- Employees, volunteers and administrators
- Residents during their stay.

Park only in materialized spaces and respect the "disabled" parking places.

ARTICLE 6: APPLICATION OF THESE RULES

Residents have to strictly respect these rules otherwise they can be excluded from the establishment.

All employees and volunteers are required to ensure the implementation of these rules. They have to report any problem, notably to the Executive or Managing Director.

The Managing Director

