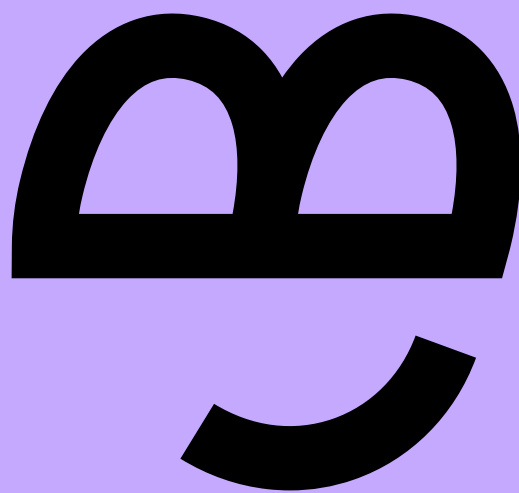


# Welcome Book

Copenhagen



**BASECAMP**

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**BASECAMP**

# Welcome

Dear Basecampers,

We are so excited that you have decided to join our community. We want Basecamp to be your home away from home. This book will give you important information about living at Basecamp. You will learn about important services, amenities, and house rules. If you have any questions, let us know. We are here to help.

## Your Basecamp Team



+45 72 10 90 01



[copenhagen@basecampstudent.com](mailto:copenhagen@basecampstudent.com)



BaseCamp Copenhagen  
- Residents Only

### Office Hours:

Monday - Thursday 09:00 - 12:00 / 14:00 - 17:00

Friday: 09:00 - 12:00 / 14:00 - 16:00

Closed weekends and bank holidays

# BASECAMP

# Your Basemanagers



Simon Stilling



Laura Lombardi

# Your Basebuddies



Basebuddies are residents who work part-time for Basecamp to help ensure you have an exceptional experience. Basebuddies plan events, help answer your questions, uphold house rules, and are there for you if you need support.

There is a Basebuddy on duty for emergencies when the office is closed.

# Important house rules & information

## **FOLLOWING HOUSE RULES**

House Rules are policies that must be followed by residents and guests. These rules are subject to change. Not all rules are listed in the book, please visit our website for a full list of global house rules. These are some important local one.

## **PAYING YOUR RENT**

Rent is due on the 1st of every month either by credit card or by bank transfer (remember to add +50 dkk for banking fee if you make a transfer from a foreign bank account). You can always check your account via "myBase".

## **QUIET HOURS & NOISE**

Noise and loud music is not allowed after 11 pm on weekdays and 12 am on the weekend.

## **GUESTS**

No more than 5 guests per resident during the day; 2 in the evenings/night. Guests staying for more than 1 night must be registered with the BMs. Residents are responsible for guests, and are liable for any damage. Special permission to host large groups can be requested from the BaseManagers and will be subject to a case-by-case evaluation.

## **WIFI**

The wifi password is "BaseCamp1771". You can also get private internet access of your room write an email to [helpdesk@zibrawireless.dk](mailto:helpdesk@zibrawireless.dk) with your name and room number.

## **DAMAGES & MAINTENANCE**

You are responsible for the upkeep of your room. Please report any damages immediately.

## **WHAT TO BRING**

All the rooms are fully furnished but you need to bring your own bedding and towels, cooking utensils, crockery, and cutlery. You can also buy a Base Relax Pack (bedlinen, duvet, pillow and towel) at the office, ask us for the price!

## **TERMINATING YOUR CONTRACT**

You must give your notice (by email) 3 months prior to termination of your contract. As per Danish law, you have to leave your room 14 days before end of contract. Follow carefully the instructions from your BaseManagers in relation to the move out procedures. Your deposit will be refunded within 8 weeks after end of contract.

## **SMOKING**

Smoking indoors is strictly prohibited. Please use designated outdoor smoking areas.

# Your room

## GETTING THINGS FIXED

Write us an e-mail and we will make sure to send our technician as soon as possible.

## HEATING & AIR VENTILATION

Your room is equipped with heating and air ventilation. Please be mindful of keeping heat and air at a reasonable level. utility consumption is calculated once a year and will result in a refund or charge for you.

## STORAGE

If you want to store some items you can use one of the storages in the basement or roof. You need to get access from the BaseManagers and buy yourself a padlock.

## SAVING ENERGY (& MONEY)

Make sure you turn off all lights when not using them. Keep windows closed when using the heat, and unplug appliances that are not often in use.

## SUBLETTING

It is strictly forbidden to sublease your room at BaseCamp (in platforms such as Airbnb). This is considered a violation of the terms and conditions and might lead to terminating your contract. You can only sublease if you go on exchange and plan to come back to BaseCamp. Ask your BaseManager for more information.

## KEEPING YOUR ROOM CLEAN & DAMAGES

It is your responsibility to maintain your room and keep it in good condition. Remember not to paint, screw holes or remove furniture from your room. We recommend you to protect your mattress with a cover to avoid having to pay for a new one when you leave. The water in DK is full of limescale so you should use adequate products on a regular basis to remove limescale from the kitchen sink and bathroom. See the HOW TO for more information or ask your Basemanager.

## RECYLING & TRASH

It is your responsibility to take out your trash and separate your recycling. Do not leave trash in the hallways or other common areas. Please use the the local instructions provided.

We have a shed in the back gate, you can get a key from the office to open it. You can throw:

- big electronics
- fridges
- couches, armchairs,..
- extruding + compounding

All the other things need to be sorted in the correct containers. If the bins are full, come the next day! Do not leave anything on the side, that might result in a fine.



# Common areas

## OFFICE

Monday-Thursday:

09:00 – 12:00 and 14:00 – 17:00

Friday:

09:00 – 12:00 and 14:00 – 16:00.

The BaseBuddy is at the office every weekday until 18:00, on Friday until 17:00. Closed weekend and holidays

## FITNESS & GYM

The gym is open 24/7. These facilities are strictly for residents, guests are not allowed. Remember to wipe the equipment used and put it back in it's right place. If you can lift it, you can rerack it.

## CINEMA ROOM

Follow the instructions in the cinema room on how to use the projector. You are welcome to book the cinema room using the reservation sheet that you can find on the Facebook group. The exit door should remain closed at all times. Remember to leave the room the same way you found it.

## CANTEEN S BUILDING

Everyone can use the canteen, remember to clean after yourself. The fridges are emptied every Tuesday. The freezers the first Tuesday of the month if you don't put a tag with room number and date on it. Do not leave anything around or it will be removed.

## S LOUNGE

You can use the lounge for gatherings. It is not allowed to have loud music after 00:00 in the weekends and 23:00 in the weekdays.

## LAUNDRY

Laundry is provided through PayPerWash. do NOT add Soap and softener since it is included in the machines. Make sure you put money on your account 48 hours before you need to do laundry. Contact PayPerWash for any issues.

## S & V ROOF

in the S roof you can find a study / noise free area. The roofs are opened from 09:00 to 23:00 The fridges are emptied every Tuesday, the freezers the first Tuesday of the month. Unlabeled food will be removed.

## OUTSIDE AREAS

Enjoy the courtyard and roof but avoid to gather and be loud in the evening, other residents might want to sleep.

## SHARING IS CARING

Feel free to take what you need from this room and donate things you no longer use, but that are still in good condition. Come to the office on Thursdays at 18:00.

## ENTRANCES & HALLWAYS

Please be quiet while crossing the hallways and staircases. Fellow Basecampers have their room close to these areas.



# Common Areas

## IF YOU LIVE IN A ROOM WITH SHARED KITCHEN

### CLEANING & KEEPING TIDY

Keeping the kitchens clean and tidy is your responsibility. Tips on cleaning are available in each kitchen. Always clean up after yourself, and work with your kitchen mates to keep the cleaning schedule provided by BaseCamp. Should a professional cleaning be needed due to neglect, you will be charged for this service.

There are vacuum cleaners that you can borrow from the office.

### REFRIGERATOR & FREEZER USE

Each kitchen is equipped with full size refrigerators and freezer for common use. Please label and date your food. Both fridges and freezers will be periodically cleaned out for health & safety.

### TRASH & RECYCLING

Trash and recycling are provided in the common kitchens. However, these are NOT emptied by staff, but by YOU. If it is full, please take it out!

### YOUR KITCHENMATES

Cooking and sharing a meal is a great way to meet new friends. A voluntary contact list is provided in each kitchen, so put your name on it, get together to make a plan and get to know each other.

### KITCHEN MEETINGS

We also encourage you to set regular kitchen meeting to talk about expectations and get to know each other.

### COOKING SAFETY

Please use the appliances provided in the kitchen. Do not leave cooking food alone. Please use the extractor, and clean up after cooking.

# Health & Safety

## EMERGENCY SERVICES

Emergency services can be reached by dialing 112 on your cell phone.

## FIRE SAFETY & EVACUATION

Please look at the fire safety and evacuation plans for your building. If you think there is a fire in the building Shout out – get out – stay out! Keep calm and gather with the other residents outside until the fire brigade has established the problem and says it's alright to re-enter.

## VALUABLES AND BELONGINGS

Keep your valuable items and belongings locked up. Basecamp is not liable for lost or stolen property.

## SEE SOMETHING, SAY SOMETHING

If you see something suspicious, please tell someone. If you find something that has been lost, turn it into the office so we can find the owner.

## BASEBUDDY ON DUTY

There is a Basebuddy on duty when the office is closed. This is for emergencies only. You can reach them by calling +45 72 10 90 01

## COVID-19

We have a series of protocols to help keep our community safe. Protect yourself from COVID-19. Stay up date on local regulations and restrictions. We will keep you updated of any changes that are.

## CAMERAS & SURVEILLANCE

The common kitchens and the common areas are under camera surveillance 24/7. The cameras are not actively monitored but can be reviewed in case of an incident.

## SMOKING

Smoking indoors is strictly prohibited. In case we smell smoke coming from a room, we have no other option than to gain access to the room, following the Danish Rental Act, as we assume something could be on fire.

Should you smell smoke coming from a room, please contact the office or the BaseBuddy on duty.

# For your convenience

## GETTING THINGS FIXED

Please report any issues in your room or common areas as soon as you see them.

## VACCUUMS

You can borrow them at the office, remember to bring a ID. These items should be returned as soon as possible, after maximum 30 min so other BaseCampers can use it.

## CAR PARKING

Our car park is not managed by Basecamp., but by Park Zone. Please follow the instructions in the parking area. For more information or if you want to buy a license, you can write to [salg@parkzone.dk](mailto:salg@parkzone.dk)

## IF YOU ARE LOCKED OUT

If you are locked out or if you lost your key, you can call the emergency number on (+45 72 10 90 01). You will be charged 150 DKK if this happens outside of office opening hours.

Lost key price: 250 DKK

Lost mailbox key price: 150 DKK

## BIKE PARKING & RENTAL

Bike parking is available around the property. Remember to lock your bike well! Check out Swapfiets if you are looking to rent a bike.

## PARCELS & MAIL

When ordering a package online, choose postbox as delivery address and use following information:

- Address: Georg Brandes Plads 6, 1307 Copenhagen

- Postbox/Nærboks: BaseCamp Copenhagen, Øster Voldgade 8, 1350 København K

It is cheaper than shipping at the home address, open 24/7, and just behind BaseCamp.

If your package is delivered at the office, we will send you an e-mail when we receive it. Please pick it up as soon as possible and come with your ID. Small packages and letter can be found in the mailbox.

## PRINTING

You can go to Vesterkopi in Nørregade. We don't print in the office, sorry!

## BASEBUDDY ON DUTY

A Basebuddy is on-duty when the office is closed. The Basebuddy is available for emergencies and may respond to a situation in person. Please do not call the Basebuddy if it can wait until the next day.

# Sustainability

## ELECTRICITY

- Don't charge your mobile phone all night – it doesn't need it.
- Switch off or remove the plug when not in use. Don't let devices in stand-by mode – they will still use energy.
- Don't leave lights on in rooms you're not using, or in common areas – only switch them on when you're actually moving in the space.
- Let as much natural light into your rental property as possible.
- Dryers use large amounts of electricity, so try to avoid using yours unless necessary.
- Only use the washing machine, dryer or dishwasher when they're full – half loads will use more water and more electricity.
- Lower the temperature of your fridge to the lowest setting you can for the food you have stored inside.
- Defrost your freezer regularly. Ice build-up makes it work harder and use more energy.
- Avoid putting hot leftover food in the fridge as this makes the appliance work harder.
- Check your energy consumption with your BaseManager (where applicable).

## HEATING

- Turn down your thermostat by one degree – this could save you around 10% on your consumption and you'll barely notice the difference in temperature.
- Turn off the heating when you are not in your room and close doors and windows to avoid heating dispersion.

## WATER

- Reduce your (hot) water usage by reducing the amount of time you spend in the shower by a few minutes each day.
- Know your numbers. A 90 seconds shower corresponds to 15L of water.
- A washing machine uses approximately 70L of water per wash.
- Conserve water when flushing your toilet (where applies). The small level consumes 4L of water, the bigger level consumes 9L.

## WASTE

It is your responsibility to take out your trash and recycling

- Do not leave trash outside your door, in the hallways or other common areas.
- Remember PPMG (Plastic, Paper, Metal and Glass) - these main four materials can almost always get recycled.
- Read the packaging for recycling advice.
- We have a shed in the back gate where you can throw big electronics, fridges, couches / armchairs, extruding /compounding. You can get a key to open it, at the office.

If the bins are full, come back the next day. Do not leave anything on the side!



# BASELIFE

## COMMUNITY MATTERS

At Basecamp we offer more than just a room, we provide a community where you can live, learn, and thrive. Through our Baselife resident experience program we offer lots of way to stay engaged, meet people, and have fun.



## EVENTS

We have regular events so check out our calendars and Facebook page to stay up to date.

Do you have an idea for an event? Or are you passionate about something and want to share it with your community? Do not hesitate to contact the Basecamp Managers or one of the Basecamp Buddies to discuss this further. We strive to organize plenty of fun activities and events for our community.

## STAYING IN TOUCH

Please join our closed FaceBook group (Basecamp Copenhagen – Residents only) to keep updated on events and other important information. You can also share ideas, interests and tips with your fellow Basecampers.

## LOCAL AREA

Your new home is in the heart of Copenhagen and its many cultural activities, shopping, restaurants and night life. Just outside your door step you will find the National Gallery of Denmark and the beautiful King's Gardens where you can go for a walk, a picnic or a visit to the castle of Rosenborg.

There are buses just outside the property or Nørreport metro walking distance from Basecamp.

# Do you need help with an emergency?

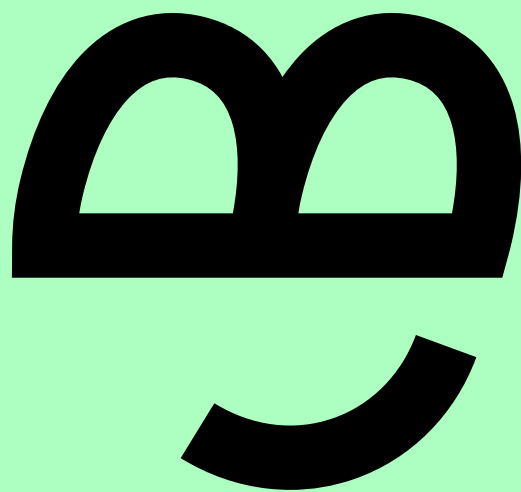
**Call 112**  
for fire, police or  
medical emergency

Review all fire safety information  
posted in the property.

In case of a fire, shout out,  
get out, and stay out.

Call for help.

# Basecamp Copenhagen



**BASECAMP**