

Student Handbook 2025



A member of the **Benedict^o** Education Group | **EDUQUA**

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Introduction to the Student Handbook

Welcome to BHMS Business & Hotel Management School, a proud member of the Benedict Education Group. We are delighted to welcome you to our international student community and look forward to supporting you on your academic and professional journey in hospitality, culinary, and business studies.

At BHMS, we are committed to helping each student reach their full potential. Our unique teaching and learning environment, combined with a highly qualified faculty, is designed to equip you with the skills and knowledge needed for a successful career in the global hospitality, culinary, and business industries. Your success will depend not only on your performance in the classroom but also on your engagement as an active participant in our school community. We encourage you to take advantage of the opportunities to develop leadership, teamwork, and cultural awareness—key qualities for future professionals.

This handbook serves as a guide to the key policies, regulations, and expectations that will shape your time at BHMS. It provides general information about our study programs and important guidelines to help you navigate student life. For detailed Academic Regulations, please refer to the eCampus platform, where all official policies and academic requirements are outlined in full.

We strongly encourage you to read this handbook carefully and refer to any additional semester-specific updates. As a student, it is your responsibility to understand and follow all policies and regulations. Keep yourself informed of any changes or important notices that may be posted on the official information boards or communicated via eCampus.

We are excited to have you as part of our diverse and dynamic learning environment. Take full advantage of the academic, professional, and personal growth opportunities available to you, stay engaged, and strive for excellence. Your journey at BHMS is not just about education—it is about preparing for a successful and rewarding career and becoming part of a global network of professionals.

Welcome to BHMS, and we wish you every success in your studies and beyond!

Emergency numbers

117	Police
118	Fire Brigade
144	Ambulance
041 248 70 00	BHMS City Campus (24 hours)

Thank you for taking the time to read this handbook. If there is anything you are unsure about, please contact a member of staff. Good luck and best wishes for every success in your studies.

Administrative Policy



1.1 About us

The Benedict Education Group was established in 1928 and is one of Switzerland's oldest and leading language, business, and computer education groups.

Today, the group has five schools in Switzerland with 16'000 students. BHMS was founded in 1998 and now welcomes nearly 1'000 students from more than 80 different nationalities.

BHMS Business & Hotel Management School is dedicated to modern and practical international business, hospitality, and culinary arts education. It combines a British study model with Swiss-applied education concepts, offering a practical and internationally accepted qualification.

1.1.1 Creed

We believe that success is within reach of everyone. Through education, guidance, and self-discipline, we empower individuals to achieve their goals. True freedom comes from mastering responsibility, perseverance, and personal growth.

1.1.2 Mission

As part of the Benedict Education Group, BHMS offers a range of business, hospitality, and culinary programmes adapted to today's needs.

We aim to provide meaningful academic and vocational training programmes tailored to participants' needs and the global workplace's requirements.

To fulfil this mission, we:

- Promote self-responsible, goal-oriented learning. Learning materials, activities, and assessments are geared to learners' professional and personal development.
- Use different forms of teaching to effectively convey content in a way suitable for participants from a wide range of international education backgrounds.
- Employ qualified and committed lecturers who bring a wide range of experience to the learning environment.
- Convey traditional Swiss values such as punctuality, cleanliness, reliability, and friendliness.
- Maintain political and religious neutrality to provide an open and inclusive environment where staff and students can express themselves freely.
- Promote engagement with sustainability principles in using natural resources and personal responsibility.

1.2 Who to contact on campus

**Academic Dean
Andrea Stropkova**

 City Campus

Why contact her:

- Academic programme concerns
- Academic progress discussions
- Feedback on academic matters

email: andrea.stopkova@BHMSch

**Associate Dean
Judith Schaedler Wurster**

 City Campus

Why contact her:

- Questions and feedback regarding the postgraduate programmes at BHMS (MSc and MBA)
- Eligibility to join the MSc or MBA programme including the top-up MBA (combined MSc and MBA)
- Questions regarding the MSc/MBA research project

email: judith.schaedler@BHMSch

mobile: +41 41 248 70 41

**Head of Academic Office
Aleksandar Zdravkovic**

 City Campus

Why contact him:

- Issues with course schedules or class conflicts
- Help with course registration or changes
- Support with academic policies

email: aleksandar.zdravkovic@BHMSch

mobile: +41 41 248 70 77

CASA (Centre for Academic Support and Advice)

For students in Year 1 and 2 + Postgraduate Diploma (Business and Hospitality):

 Lakeside Campus 2nd floor (by appointment)

Morris Anderson:

email: morris.anderson@BHMSch

**For students in Year 3 (BA):
Elda Eicher**

 Lakeside Campus 2nd floor (by appointment)

email: elda.eicher@BHMSch

For students in Year 1 and 2 students + Postgraduate Diploma (Culinary):

Virginia Spantidea

 Lakeside Campus 2nd floor
(by appointment, mainly on Fridays)

Why contact them:

- Academic study challenges
- Resits
- Attendance issues

email: virginia.spantidea@BHMSch

**Admissions/Student billing
Pop Sanhachaipong/Yanick Gebistorf**

 City Campus 1st floor

Why contact them:

- Document requests (e.g., school confirmation or enrollment confirmation)
- Swiss Student Visa, B-permit or residence documentation advice
- Tuition fees and residence charges: Understanding your invoices or charges
- Payment plans: Setting up or modifying your payment plan
- Deadlines and penalties: Clarifying payment schedules

email: admission@BHMSch

**Student Advisor
Vanessa Stephens**

 Lakeside Campus

Why contact her:

- Referrals to external support services when experiencing:
 - Personal challenges
 - Stress management or emotional support
- Referring new Students, Ambassador Programme
- Continuing after BA with Master

email: vanessa.stephens@BHMSch

Emil Rahimovic
Front Office Manager

Why contact him:

- **Airport transfers:** Booking or confirming your transportation to and from the airport
- **Check-in and check-out:** Support when moving into or out of your residence
- Lost and found
- General campus information
- Reporting issues with facilities or maintenance
- Health insurance, medical support, refund of medical invoices, first aid
- Storage rooms (luggage)
- Mail and parcel delivery
- Purchasing laundry cards

email: emil.rahimovic@BHMSch

Residence Management
Christine Meier

 **City Campus**

Why contact her:

- Reporting residence-related concerns
- General support with your residential experience
- Questions about Housekeeping, linen change or uniform change
- Questions about term end/check out

email: christine.meier@BHMSch

Internship Placement
Isabel Künzli

 **City Campus**
(In the office Monday, Wednesday and Thursday)

Why contact her:

- Reporting residence-related concerns
- General support with your residential experience
- Questions about Housekeeping, linen change or uniform change
- Questions about term end/check out

email: christine.meier@BHMSch

Alumni Relations
Nissim Ben-Aharon

 **City Campus**

Why contact him:

- Announcements to be published on internal screens or Chill Campus
- Networking and mentoring after graduation

email: nissim.ben-aharon@BHMSch

Culinary Programme Leader
Shaun Leonard

Why contact him:

- Culinary programme-related issues at all levels Diploma, Higher Diploma, BA Culinary
- All F&B requests in the school for events and student meals
- All allergen-related information
- BHMS Zurich kitchens and events
- Student projects and events in F&B on all campuses
- Practical culinary module development
- All practical student assessments

email: Shaun.leonard@BHMSch

1.3 Campus Buildings

1.3.1 Classrooms

Classes are scheduled in St. Karliquai 12, Sentipark, Gibraltarstrasse 34, City Campus, and the Lakeside Campus:

Building		Classrooms/teaching facilities
St. Karliquai 12	SKQ	Emmen, Reuss, Saal 505, Gütsch
Sentipark	SP	Fribourg, Ticino, Valais
Gibraltarstrasse 34	GB34	Piccard, Chevrolet, Pestalozzi, Cailler, Dunant, Piaget, Erni, Giger
Lakeside Campus	LSC	Heinrich Meister Hall, Auditorium, Maggiore, Sempach, Zug, Brienz,
City Campus	CC	City Campus Restaurant, City Campus Kitchen
Lakefront Centre	LFC	Language Lab (5th floor): Benedict Lucerne

1.3.1 Building Opening Hours

Site	Building	Mon-Fri	Sat	Sun
Front Office (full service)	CC & LSC	08:00 - 20:00	08:00 - 17:00	08:00 - 17:00
Front Office (Security service only)	CC & LSC	20:00 - 08:00	18:00 - 08:00	17:00 - 08:00
Residences	CC & LSC	Closed to external visitors from: 23:00 - 06:00 01:00 - 06:00		
Academic Office	G.B. 34	08:00 - 17:30	Closed	
Admission & Internship Offices	CC	08:00 - 17:00	By appointment	Closed
Classrooms	S.P., G.B. 34, S.K.Q., LSC	07:00 - 19:00	Subject to schedule	Closed
Language Lab	Bénédict Lake Front Centre	09:00 - 20:00	09:00 - 12:00	Closed

1.4 Student Availability

Please ensure we always have your updated address, telephone number, and email address on our systems and notify us of any changes immediately.

Important:

Any student who cannot be reached either by email or phone for a period longer than five business days, will be considered as having dropped out of school and will be automatically and irrevocably deregistered with the Swiss Foreign Police.

No further student notification will herewith be necessary.

1.5 Student Dress Code, ID Card and Name Badge

All students receive a student I.D. card upon arrival at the school. This is also your room key card. You should always carry this card with you. It gives you the authority you need to be in the school and for access to the restaurants.

The ID card remains the school's property and must be handed over on request. A replacement student ID card costs 50.00 CHF.

A name tag is issued to each student at the start of the term and is to be always worn during school hours. The cost of replacement is 5.00 CHF.



Dress Code

The BHMS dress code is a part of the student's Professional Conduct System. Please read the following carefully.

All BHMS staff will assess compliance with BHMS's Code of Conduct on matters of dress code and grooming. The dress code will be checked on a regular basis, and all staff members are responsible for monitoring it. Staff may award negative badges to the students' Professional Conduct account and/or send students back to their rooms to change. All students are required to wear business attire during school days and certain special occasions (events or meetings).

Appearance must be immaculate, and the clothes must be clean. All students with an appointment, whether during school or an internship, must appear in business attire.

Business dress is defined as follows:

1.5.1 Female Students



- Dark two- or three-piece business suit (trousers, skirt, dress), pin-striped or plain (black, dark blue, dark grey, dark brown)
- Knee-length skirts/dresses (shorter than a credit card above the knee is not acceptable)
- Short or long-sleeved blouse in any colour or with a discrete pattern and not transparent or with shoulder straps
- Black or natural stockings or tights (winter 90 DEN and summer 10 DEN)
- Black or dark plain shoes/pumps with socks, stockings or tights covering the ankle and above

1 November – 31 March

During this time, the following are also permitted:

- Smart, plain leather ankle or knee-length boots.
- Plain V-neck jumpers over a blouse

A suit with a blouse or business dress must always be worn throughout the year.

Not acceptable

- Pullover in place of suit jackets
- Crew or polo neck jumpers in place of blouses
- Jeans (any colour)
- Mini-skirts /mini-dresses
- Over-knee boots, Doc Marten-style boots, and UGG boots

1.5.2 Male Students



- Dark two or three-piece business suit, pin-striped or plain (black, dark blue, dark grey, dark brown)
- Shirt in any colour or with a discreet pattern
- All shirts should be buttoned up, including the collar button
- Tie or bowtie
- Dark socks covering the ankle and above
- Black or dark plain shoes
- In colder months, plain V-neck jumpers over a shirt. A tie must still be worn. A suit must always be worn in all months of the year.

Not acceptable

- Jeans (any colour)
- Shirt without a tie at any time during the year
- Crew or turtleneck pullovers in place of a shirt

1.5.2 General Dress Code

All students must follow the BHMS dress code for **all classes** and in the restaurants during **lunchtime**, regardless of whether they have classes that day or not.

During these times, jeans and casual clothes are not allowed in classrooms or restaurants. Baseball caps or any other headwear should not be worn indoors except for religious reasons. During hot days, management may make an exception to the dress code. This will be officially communicated to all.

On the weekends and during term breaks, a smart-casual dress is desirable. The smart-casual dress code is the following:

- Clean shirts, t-shirts, or polo shirts
- Jumpers or hoodies
- Jeans, slacks, chinos, knee-length skirts, dresses, or smart shorts
- Sports shoes, pumps, boots, or sneakers

Not acceptable:

- Flip-flops, sandals
- Exposed waist
- Hot pants, miniskirts
- Pyjamas, bath robes, beach dresses
- Hats or head covers (if not required for religious purposes)
- Clothes with potentially offensive words/logos

1.5.3 Professional Uniforms

For F&B service:

- White blouse/shirt (the school will provide you with a bow tie and an apron)
- Black trousers / knee-length skirts
- Black plain shoes
- Female students: Hair needs to be tied up in a ponytail or bun

For culinary classes:

- Chef jacket & trousers
- Necktie & chef hat/hair net
- Apron/torchon
- No-slip, hard-toed shoes
- Female students: Hair needs to be tied up in a bun under the provided hair net

The school provides the chef uniforms and takes care of them in an exchange system (dirty against clean ones). Professional uniforms should **NOT** be worn outside school buildings for hygiene reasons.

1.5.4 General Appearance

At all times, BHMS students are required to be neat. This includes:

- Name tags to be worn on the left side of your business jacket
- Daily shower
- Shampooing hair regularly
- Daily use of a deodorant
- Change of shirt/blouse daily
- Regular dry cleaning of your business suit
- Wash blouses and shirts daily
- No exotic hair colours such as pink, blue, green etc.
- Discreet earrings and jewellery
- No visible piercings (especially tongue, lips, eyebrows etc.). A discrete piercing on the nose (no rings) is accepted
- The business dress should cover visible tattoos

Female students:

- Nude or opaque nail polish
- No heavy makeup or intensive perfume

Male students:

- Clean-shaved or a well-groomed beard or moustache

1.6 Copying, Printing, and Scanning Facilities Copying, printing, and scanning machines are available for student use in G.B. 34, Student Lounge CC, Study Zone LSC. Documents must be on a **USB stick** (flash drive).

1.7 Notices and Announcements All administrative, academic and student activity announcements and schedules are displayed on the screens in each campus building. Important notifications are also posted on eCampus. Students are responsible for regularly checking these announcements for new information and schedule changes.

1.8 Smoking and Mobile Phone Policy All BHMS campuses, classrooms, corridors, break rooms and restaurants are strictly non-smoking. The smoke ban also includes e-cigarettes, shishas, etc.

Students who smoke should use the outside areas marked for smokers in front of the City Campus, Lakeside Campus, and teaching buildings. Smoking should be prohibited in all entrance areas.

Special attention and penalties will be paid to smoking in carpeted areas with a high fire risk.

Mobile phones should be switched off during all classes.

1.9 Wi-Fi Access, Network, and Social Media Regulations

1.9.1 Availability
All buildings offer complete Wi-Fi internet services. Wi-Fi password /registration is completed during check-in, and all Wi-Fi passwords for all buildings can be found on eCampus.

1.9.2 Internet/Network Usage Regulations
Individual Internet users are expected to abide by the generally accepted rules of network etiquette, which also applies when using eCampus.

1.9.3 Internet and Social Media Policy

The following activities are not permitted and will cause disciplinary or even legal action against the responsible person:

- Sending, posting, or displaying offensive and obscene messages or pictures
- Harassing, insulting, or attacking communications with other persons or companies
- Sending messages under a false identity
- Unauthorised, mass electronic mailing
- Damaging, theft or degrading the performance of computers, computer systems, software, or computer networks
- Violating copyright laws, including downloading, or sharing copyrighted material without the permission of the copyright owner
- Using another's I.D./password
- Illegal use of data in folders or work files
- Intentionally wasting limited resources
- Allowing third-party access to a BHMS computer, account, or network connection
- Threatening the security or performance of the BHMS networks
- Circumventing security systems or exploiting or probing for security holes
- Disclosing passwords or otherwise making the school's facilities available to unauthorised individuals (including family or friends)
- Unauthorised use of the school's computers and networks for business-related purposes
- Unauthorised access to private information
- Intrusive manipulation of unsecured information of other users
- Compilation or redistribution of information from school directories (printed or electronic)
- Duplicating, using, or distributing software or data without authorisation by the owner
- **Running applications or downloading programmes/films that consume excessive bandwidth**



Users on the BHMS network are expected to take reasonable precautions to ensure the security of their systems.

Individuals may be held responsible for misuse by others on their systems. BHMS reserves the right to scan its network and systems connected to it to assist in identifying and protecting against exploitable security vulnerabilities (e.g., viruses) and to preserve network integrity and resource availability (e.g., sufficient bandwidth).

1.9.4 Cases of Misconduct

In cases of I.T. or social media-based misconduct, staff, teachers, or students may notify the appropriate member of staff, who will, in turn, determine the course of any investigation or disciplinary action to be taken.

1.9.5 Waiver

Users recognise that systems and networks are imperfect and waive any responsibility for lost work or time that may arise from their use. The staff of BHMS cannot compensate users for degradation or loss of personal data, software or hardware, or networks because of their use of school-owned systems or because of assistance they may seek from BHMS staff.

1.10 Pricelist

Food

(only applicable where the BHMS food plan is not included, e.g. for guests or during internship)

Meal	Price (CHF)
Breakfast	14.00 (for students 10.00)
Brunch	20.00 (for students 16.00)
Lunch	18.00 (for students 14.00)
Dinner	20.00 (for students 16.00)
Welcome Dinner	30.00 (for students 25.00) only on special request

Linen

(Charged for damaged or excessively dirty linen)

Item	Price (CHF)
Duvet Cover	30.00
Pillow Cover	20.00
Sheet	20.00
Towel (55x85 cm)	10.00
Bath Towel (70x140 cm)	15.00
Bath Towel (100x150 cm)	20.00

Academic fees

Fees	Price (CHF)
Resit Fee	100.00
Repeat Course Fee	500.00
Missing Seminar Fee	100.00
Duplicate Diploma/Transcript	100.00
Notarisation by Canton Lucerne	60.00 per document (BHMS documents only)
Cap and Gown for Graduation	180.00 (If you want to keep it)
Internship Replacement Fee	of 1'000.00 (If the student is responsible for replacement)

Insurance

Fees	Price (CHF)
Golden Care per 1 term	150.00
Golden Care per 1 month	120.00

Parking

Fees	Price (CHF)
Students	200.00 / month

B-Permit / Administration

Document	Price (CHF)
Extension B-Permit	120.00 (if caused by the student, e.g. study break)
Extension B-Permit Urgent	150.00 (if caused by the student, e.g. study break)
Renew lost/stolen B-Permit	75.00
Renew B-Permit Urgent	95.00
Departure Card	80.00
Departure Card Urgent	120.00
Confirmation of registration	25.00 Wohnsitzbestätigung E.W.K.
Confirmation of deregistration	15.00 Wohnsitzbestätigung E.W.K.
Change Location of Embassy	60.00
Change of Intake	105.00 Anpassung Einreiseermächtigung
Application for Re-entry	80.00 (if caused by the student, e.g. study break)
Application for Re-entry Urgent	130.00 (if caused by the student, e.g. study break)

Various

Additional short-stay accomodation

Fees	Price (CHF)
Nights (e.g. after internship)	85.00 1 st night (25.00 each night after that)
Additional short-stay meal plan	12.00 per day
Special Room Cleaning	300.00
Washing Card City Campus	30.00 plus 20.00 deposit (the first time)
Washing Card Lakeside Campus	45.00
Replacement Student/Room card	50.00
U.P.S (mailing of docs)	80.00
BHMS Name Tag	5.00
False Fire Alarm Fee	1'000.00 if the fire brigade must come due to your behaviour
Luggage Storage Room	20.00 per piece per month

All prices are subject to change

Residential Information



2.1 Restaurant and Meals

Meals are provided in the restaurants during given times. Any change in mealtimes will be advertised outside the restaurant and on information screens.

Mealtimes

Monday - Friday

Meal	Time	Location
Breakfast	07:15 - 08:45	City Campus
Breakfast	07:00 - 08:30	Lakeside Campus
Lunch	11:30 - 14:00	City Campus
Lunch	12:00 - 13:30*	Lakeside Campus*
Dinner	17:30 - 20:00	City Campus
Dinner	18:00 - 19:30*	Lakeside Campus*

* Only operational on days when F&B service classes are scheduled.
Please check with the F&B team for reservations

Mealtimes

Weekends, Public Holidays, Term Break

Meal	Time	Location
Brunch	11:30 - 13:00	Lakeside Campus
Dinner	18:00 - 20:00	Lakeside Campus

The Restaurant

Please note that the restaurant is a public area, and corresponding dress is required (*refer to section 1.5*).

You will have to scan your student card at the restaurant reception desk for any meal service. Students who have **not** pre-paid their meals and wish to eat in the restaurant will be charged via the card entry system, and the amount will be added to their invoice.

Special food requests based on ethnicity and religion (no pork, vegetarians, etc.) should be announced to the kitchen chef and will be complied with if possible.

Food or beverages may not be taken out of the restaurant. Students may deliver food to sick students only with a doctor's certificate confirmation.

2.2 Linen Change

Your linen and towels will be exchanged one for one weekly at the following times at the laundry in the Lakeside (level 3) or City Campus (level 5) residence buildings:

Day	Lakeside Campus	City Campus
Wednesday	08:00 - 09:00	08:00 - 09:00
	12:30 - 15:00	12:30 - 14:00

It is forbidden to clean floors or other areas with bed linen or bath towels.

Students who use towels or linen for cleaning can be charged additional washing fees.

2.3 Laundry

Both campus buildings have laundry facilities comprising washing machines, dryers, and clotheslines for drying. These are located:

- Lakeside Campus: 4th floor
- City Campus: basement (level -1)

You will require a laundry card to operate the machines (available at both front office desks).

- City Campus: CHF 50.00, including a refundable deposit of CHF 20.00 for the card.
- Lakeside Campus: CHF 45, disposable card (no deposit)

The average cost per machine is CHF 2.00 (no refund). Drying clothes on the balcony or in your room in any accommodation unit is forbidden.

2.4 Cleaning of Rooms

Room cleanliness is of the utmost importance, not only for hygiene and sanitation but also for fire safety reasons. While the rooms are minimally furnished, students may decorate at their discretion (no tape allowed!).

Students are responsible for the cleanliness of their rooms, which will be checked by Ms Meier or other team members of BHMS and P.C.C. Depending on the condition of the rooms, badges will be awarded, and notifications of actions to be taken will be given.

Cleaning supplies are available in the student accommodation and can be refilled/exchanged at the front office. Vacuum cleaners or additional deep-cleaning supplies are available on each campus and can be borrowed at the front office.

Students are expected to inform BHMS when damages are evident after another student leaves. Costs derived from damage done to a room, apartment, or furnishings or required thorough cleaning because of student negligence will be divided into equal parts to the inhabitants of the room or apartment regardless of residency time. On average, cleaning a room/apartment will cost CHF 60.00 p/h with a minimum of 3 hours or longer if necessary.

Painting and renovation work will be charged at established rates, and household furnishings such as bedding, linen and kitchen utensils will be charged wholesale cost.

BHMS reserves the right to inspect a room or apartment without prior notice.

2.5 Garbage

Students are responsible for the proper disposal of garbage in the provided containers:

- City Campus: ground floor (outside beside the parking area)
- Lakeside Campus: level -1.

Garbage bags must not be left outside the containers.

DO NOT PLACE LIQUIDS IN GARBAGE BAGS – empty any liquids before disposing of bottles. Regular checks are made, and any violation will receive a disciplinary warning. Should you dispose of your garbage elsewhere, you will be fined approximately CHF 100.00.

Bottles and cardboard should be recycled using the labelled containers. Batteries should be disposed of in the designated Lakeside Campus or City Campus front office box.

2.6 Night Rest

As a kind of respect towards your neighbours, it is forbidden to make loud or excessive noise between 22:00 and 06:00.

Swiss law and BHMS rules are strict. Any student(s) found to be making excessive noise within BHMS premises or in the local area after 22:00 will face disciplinary consequences.

To ensure minimal noise within the premises after 22:00, close any windows in your room, do not sit in groups on the balconies and use headphones when listening to music.

2.7 Check-Out

The last day of your room booking is Sunday at the end of your 4th study term. If you require accommodation after this date, you must contact the front office/Ms Meier before the end of the term.

Please register at the front office when you check out.

The room will be examined at every check-out, and the student will be charged for any damage.

Students whose tuition fee does not cover accommodation (e.g., termination by an employer, academic or personal issues) will be charged a daily base rate of CHF 60.00 plus CHF 25.00 p/night. The Chief Operations Officer must discuss and approve any special accommodation arrangements.

2.8 Storage of Luggage during Internship

Please note that BHMS is not responsible for any personal items left in the room after you have checked out. Luggage can be stored for CHF 20.00 per piece per month.

This needs to be paid in advance, and if the payment is three months overdue, the luggage will be disposed of. The overdue luggage for which we did not receive information will be disposed of two months after the deadline.

2.9 Student Mail

During your study semester, your official address is at the City Campus. Mail can be collected from the City Campus front office daily. To ensure that your mail is delivered to the correct destination, use the following address:

Your name c/o BHMS

Gütschstrasse 2-6, Room # xx

(# is the room number, xx is the building, refer to chapter 1.3)

CH-6003 Lucerne

Switzerland

Registered mail must be collected by the addressed person at the post office using an ID such as a passport or permit. Students on internship must register their new address for mail to be forwarded to them by completing either the "Nachsendeantrag" (Internship) or "Adressänderung" (address change) form at "Die Post".

BHMS will return all mail to the sender if it is not collected within four weeks or received more than four weeks after students have moved to their internship or left Switzerland.

2.10 Emergencies

In an emergency, call the school's Duty Manager at **041 248 70 00**. They are available 24 hours a day, including weekends and holidays. The list of emergency numbers is provided on page 4.

Please note that any misuse of the emergency numbers will be charged up to CHF 1'000 and followed up by the disciplinary system.

2.11 Health Insurance and Doctor Visits

All students are legally required to have valid health insurance during their studies, including the internship.

E.U. students may choose to arrange their health insurance coverage, which must be legally recognised in Switzerland (please check with the Front office if you are unsure). A copy of such policy must be submitted to the Front office within the first week of starting a programme.

BHMS will arrange health insurance competitively with Golden Care for all other students. A health insurance form will be completed during orientation, and your medical policy and insurance card will be issued within the first week after your arrival. Students with Swiss citizenship must arrange for their health insurance. **They will be credited CHF 1'000 from their operation expenses for this exemption.**

2.11.1 Golden Care Insurance Plan

General Conditions

Please inform the school in advance if any medical treatment is scheduled – we can then liaise with Golden Care to make sure all payments are processed promptly:

- Coverage equivalent to the Swiss compulsory health insurance (K.V.G.) in Switzerland and coverage up to CHF 1'000'000 in the rest of the world during the insurance period
- Worldwide cover including the country of origin (limited to 30 days in the U.S.A. and Canada)
- Coverage in case of illness and accident

Insurance Benefits and Coverages

Out-patient treatment (ambulatory consultations):

- Consultation of physicians (general practitioners or specialists)
- Dental coverage following an accident
- Alternative medicine according to Swiss K.V.G. regulations
- Prescription drugs
- Laboratory / X-ray facilities
- Check-ups, eyes glasses, and contact lenses are not covered

In-patient treatments (in case of hospitalisation):

- In Switzerland, coverage is equivalent to the Swiss compulsory health insurance (K.V.G.)
- In foreign countries, cover is limited to acute/unforeseen events (illness/injury) and emergencies. The cover is limited to state/public hospitals.
- Standard room
- Care and treatments during hospitalisation

Maternity:

- Equivalent to K.V.G. with a limit of CHF 18'000 per maternity
- Pre and postnatal medical treatments
- The limit is increased by 20% in the event of multiple births

Deductible:

- Deductible of the first CHF 100 per policy, per year – please get in touch with Mr Emil Rahimovic for further details or to process claims
- No deductible applicable in case of accident

Assistance Benefits and Services:

- Ambulance cost
- Mountain rescue
- Medical transportation, repatriation, evacuation, and emergency care
- Delivery of drugs not available at the site of accident or illness
- Repatriation of the mortal remains, including in the country of origin
- Contribution to coffin cost of CHF 1'500

2.11.2 Doctor Visits

BHMS's standard doctor's clinic in Lucerne is the Permanence Medical Centre, located on the lower floor of the Lucerne Main Station. It is open from 07:00 to 23:00 Sundays through Thursdays and 24 hours on Fridays and Saturdays.

If you need to see a doctor, please follow the steps below to ensure a correct process from the beginning of the treatment to the point of payment.

- Take your insurance card and student ID card to the doctor.
- When receiving the invoice from the doctor by mail, forward it to the City Campus Front office immediately.
- Students on internship may need to pay the doctor's invoice, which Golden Care will refund directly. In the case of accidents, please refer to your employer.
- Any claims must be made within 90 days of receiving your invoice.

2.11.3 Sickness during Class

Everyone gets sick occasionally, and BHMS will do their best to support you during your recovery. If you feel ill and need to miss a class, you should visit a doctor immediately and get a doctor's certificate (sick note). A copy of the certificate should be submitted to the Academic Office, which can excuse any absences from classes.

This certificate will also authorise your roommates to arrange takeaway meals from the restaurant if you have F&B privileges.

Students should contact the programme leader or Academic Office if they are absent due to serious or longer illnesses to discuss the impact on assessments and module completion.

2.12 Personal Property

The school is not responsible for any loss or theft of personal property. It is the responsibility of each student to insure their personal belongings.

Items found on the campuses can be returned to the City Campus Front office, **where they will be kept for 14 days only**. Items lost while on campus should be promptly reported to the front office. Do not leave classroom bags and laptops unattended over lunch/extended breaks.

2.13 Additional Term Accommodation Required

If a student cannot complete the expected modules during a term due to extended illness (two or more weeks) or similar mitigating conditions, they will usually be required to extend their study period by one term. This will have the following consequences:

- No additional tuition charge for modules not able to be completed
- The Migration Office may not approve an extension of your permit; therefore, your internship may be reduced to fit into your original 12-month study plan.
- An additional charge for accommodation and meals (where applicable) will be invoiced for the term when no study is completed.

2.14 Validity of Residency Permit

The B-Permit is a temporary “residency” permit for Switzerland. It is valid for one year while studying at BHMS. The B-Permit allows for six months of study followed by a six-month internship in Switzerland.

If the educational goal has been achieved, students are expected to leave Switzerland immediately. Swiss law requires BHMS to control and ensure that all migration policies are adhered to and implemented.

Should the Migration Office notice that the policies are not being complied with and that students are not departing Switzerland as expected, penalties will be applied to the school and the student.

The following are some examples to explain the rules:

- Your education with BHMS and the B-Permit expires on **31.08.2024, the last day of the internship**. You must depart Switzerland on **31.08.2024**.
- Your work contract ends on 15.08.2024, and you have completed your education with BHMS. You must depart Switzerland by 15.08.2024, even if your permit is valid until the expiration date on 31.08.2024.
- A study gap must be reported to BHMS along with a motivational letter (logical request), which must be approved in writing.
- Resits can be completed while on an internship in Switzerland. Should this not be feasible, you will still need to depart Switzerland when the B-permit expires, as resits can be taken abroad.

- If you resign or are terminated from your internship, a new job must be found, starting within two weeks, and if not, you must depart Switzerland immediately and will be deregistered.
- If you have completed your academic studies and have not obtained an internship in Switzerland within 14 business days of term-end, you must depart Switzerland immediately and will be deregistered.
- **A Departure Card is only needed in exceptional cases after a detailed review by the Migration Office. A timely departure is a foreseeable and planned event, so this option should be avoided.**
- You, the student, are also responsible for checking and verifying the validity of your B-Permit. You **MUST** contact BHMS at least one month before the expiry date of your permit to confirm your plans.

Any other extraordinary cases need to be brought to the attention of the Admissions Department of BHMS. Please make an appointment well in advance. Students should not contact the Migration Office Lucerne/Registration Office Lucerne or any other Migration Office in other Cantons, as each has its own rules, and we are guided by the rules and regulations of the Canton of Lucerne only.

Programme Information



Students are responsible for becoming familiar with and observing the policies and regulations presented in this handbook.

A separate **Academic Policies** document provides complete details on all academic procedures to be followed, and the Study Skills Guide offers invaluable information on assessment standards and expectations.

The BHMS eCampus provides electronic copies of all your studies and internship information.

3.1 Academic Calendar & Attendance

Your study programme and six months of internship take place over four terms, each consisting of five study weeks. Each year should be completed in the designated 12-month period.

You are expected to attend at least 85% of your scheduled classes. However, you may miss up to 30% of scheduled classes for 'unavoidable' circumstances such as illness, job interviews or other emergencies. If your attendance falls below 70% for any module, you will be deemed to have dropped that module, and a W grade will be awarded.

This means you will not gain these credits and thus endanger the completion of your programme of studies within the standard time frame. By law, all classroom attendance percentages are reported to the Migration Office. If an additional term, a longer school leave, or a school change is requested, an average classroom attendance of at least 85% is required; otherwise, an extension or school change may not be granted.

The academic calendar can be found on eCampus and the website www.BHMSch under "Download documents".

3.2 Personal Schedules

Every effort is made to ensure that students have a reasonable timetable that allows a balance between class contact and independent study time. On isolated occasions, a class may have to be cancelled or rescheduled. Your term schedule is accessed through the My Schedule link in eCampus.

Teaching Times

Programme	Days	Times
Diploma, Higher Diploma, Postgraduate Diploma	Monday to Friday	08:00 – 13:00 or 13:00 – 18:00
	Saturday, subject to schedule	12:00 – 17:00
Service Operations classes	Monday to Friday	06:15 – 14:30 or 15:30 – 21:00
Culinary Practical classes	Monday to Friday	On Campus: 07:30 – 14:00 or 14:30 – 20:00
		External kitchen: 07:15 – 14:00
BA and Masters classes	Monday to Friday	09:00 - 12:00 or 13:00 - 16:00 / 14:00 - 17:00
	Saturday	Subject to schedule

3.3 Academic Documentation

Interim transcripts are accessed through the Interim Transcript link in eCampus.

A **final transcript** is issued when all programme requirements are complete, and the various department Managers have completed the Diploma Issue process. The final transcript also shows the Professional Conduct in the Community (P.C.C.) mark.

Additional final transcripts (replacement or issuing to a new university) can be issued for CHF 100.00 each.

Students requiring an **academic reference** should contact the Academic Dean. For **letters of confirmation of studies**, contact the Admissions Office. All other letters (e.g., visa support) can be obtained from the front office.

The Canton of Lucerne offers a "Document Legalisation Service". Some countries may require this for official business, but it should be noted that the Canton charges a CHF 60.00 per page fee for this service. BHMS requires pre-payment with a wire transfer if you request this from abroad, and a CHF 60.00 shipping charge will also be due.

3.4 Quality Assurance and Partner Universities

A variety of quality assurance methods govern the educational programmes at BHMS. The central systems include:

- Programme validation by well-reputed universities
- Programme accreditation and audits by Swiss and international organisations
- Use of external examiners who regularly check the standard and quality of student work
- External audits by the Lucerne Department of Education
- Student course evaluations

All course documentation is developed, reviewed, and controlled in conjunction with the relevant partner university/organisation. This ensures that transparent and fair practices are applied to all students studying at BHMS and that the quality of their education is delivered to high international standards.

Code of Conduct



Cultivating respect for everyone

At BHMS, we are dedicated to creating a community where everyone feels valued, respected, and supported.

Behaviours that compromise this, such as harassment or discrimination, are unacceptable. We believe in working together to ensure everyone can thrive.

The BHMS Community

As a member of the community, this means that we strive to:

- Respect differences in gender, race, religion, abilities, age, or other aspects of identity.
- Avoid any actions or comments of a sexual nature that could make others uncomfortable or interfere with their experience.
- Ensure our words and actions always promote positivity and understanding.

Building positive relationships

We encourage collaboration and mutual support. Hazing, bullying, or intimidation – in-person or online – have no place in our community. Instead, we focus on creating friendships and teamwork that uplift everyone.

Your rights: fairness and transparency

We are committed to treating every student fairly and ensuring your voice is heard. If there is a concern regarding your actions, you will be presumed innocent unless there is clear evidence to the contrary.

How we ensure fairness:

- You will be informed about any concerns raised, including the details and seriousness of the issue.
- You will have time to prepare your response and can present evidence or call witnesses if needed.

- You are welcome to have a faculty member, staff member, or peer accompany you for guidance during disciplinary meetings.
- Decisions will always be communicated to you in writing within three working days, and you have the right to appeal if needed.

Supporting health and well-being: our drug and alcohol policy

We aim to provide a safe and healthy environment for everyone.

To maintain this:

- Illegal drugs, alcohol, and misuse of prescription medication are prohibited on campus and during school-related activities.
- Students are encouraged to prioritise their well-being and reach out if they need help managing health or substance-related challenges.

If there are concerns about substance use, the school will work with you to address them while ensuring the safety and well-being of everyone involved.

Testing may be conducted in specific situations, and we will always handle these matters with care and respect.

4.1 Encouraging accountability: steps for addressing concerns

Step 1: A friendly reminder

If a minor concern arises, you will receive a written notice to help you reflect and adjust your behaviour. If no further issues occur, no additional steps are taken

Step 2: A structured support plan

A second written notice will be issued for repeated concerns or more serious issues, and you may be guided to reflect further. During this time:

- Participation in certain school activities may be limited to focus on resolving the issue.
- The goal is to provide clarity and direction to help you realign with community values

Step 3: Addressing major concerns

In severe or repeated misconduct cases, more significant actions such as temporary suspension or dismissal may be necessary. These steps are only taken after careful consideration and consultation to ensure fairness and clarity.

Examples of serious concerns include:

- Actions that harm others or damage trust within the community (e.g., theft, physical harm).
- Misuse of substances that compromise safety.
- Violations of local laws or school policies that could affect the community's reputation

Even in serious cases, depending on the circumstances, you still have the opportunity to return and complete your programme.

We believe in fostering an environment where everyone can grow, contribute, and succeed. This Code of Conduct serves as a guide to help us achieve that together. Should you have any questions or need support, please don't hesitate to contact any school team member or Ms Vanessa Stephens, our Student Advisor at City Campus.

email: vanessa.stephens@BHMSch

Disciplinary Sanctions for Individual Misbehavior

At BHMS, we maintain high standards of professionalism, respect, and responsibility. When these expectations are not met, disciplinary measures are in place to correct behavior and ensure a safe and positive learning environment.

Disciplinary actions follow a **progressive system**, meaning that repeated infractions may lead to more serious consequences. However, in cases of **serious offenses**, immediate escalation to **Level 4: Disciplinary Meeting and Gross Misconduct Review** may occur.

Level 1: Verbal Warning

A verbal warning is issued for minor infractions related to appearance, behavior, and community living standards. This warning will be:

- Given **directly to the student** by a faculty or staff member.

- **Followed up with an email** summarizing the issue and expected improvements.
- **Copied to the Head of Department** for internal tracking but will not be placed in the student's official file at this stage.

Examples of Level 1 Infractions

- **Professional appearance** – Failing to meet the BHMS dress code (e.g., unpolished shoes, missing uniform items, poor grooming).
- **Classroom behavior** – Using a mobile phone during lessons, failing to participate, or disturbing the class.
- **Respect for facilities** – Leaving personal belongings in communal areas, failing to clean up after oneself in dining or study areas.
- **Minor disruptions** – Speaking loudly in hallways, playing loud music in dormitories, or failing to respect quiet hours.

⚠️ **Repeated Level 1 infractions may result in a Level 2 Written Warning**

Level 2: Written Warning

If a student commits **multiple Level 1 infractions** or a more serious violation of BHMS policies, a **written warning** will be issued.

- The warning will be signed by both the **Head of Department and the student**.
- A copy will be emailed to **the student, Head of Department, Resident Manager, and Dean**.
- A **review date** will be set, at which time the warning **may be extended or removed** from the student's file.

Examples of Level 2 Infractions

- **Repeated Level 1 offenses** – Consistently failing to follow professional dress code, arriving late, or ignoring classroom rules.
- **Disruptive or disrespectful behavior** – Speaking disrespectfully to faculty, arguing with staff, or refusing to follow instructions.
- **Failure to follow professional standards** – Displaying unprofessional behavior during guest lectures, internship preparation, or employer interactions.
- **Safety violations** – Failing to follow safety rules in kitchens, ignoring fire drill protocols, or leaving residence doors propped open.

⚠️ If a student receives three Level 2 Written Warnings, they will be required to attend a **Level 3 Disciplinary Meeting**.

Level 3: Disciplinary Meeting and Final Warning

If a student accumulates **three Level 2 written warnings**, a **disciplinary meeting** will be scheduled to review their behaviour and determine further consequences.

- **The Resident Manager or Dean, along with at least one other staff member, will be present.**
- A **meeting summary will be sent** to the student and agent/parent (where appropriate), Dean, Director.

- The outcome will be **maintained in the student's file** for future reference.

Possible outcomes of a disciplinary meeting:

- A **final written warning**.
- **Temporary restrictions** on participation in student events or activities.
- **Loss of privileges**, such as access to common areas or external outings.

⚠ If the student commits another offense after a final warning, it may lead to immediate escalation to Level 4: Gross Misconduct.

Level 4: Gross Misconduct Disciplinary Meeting, Suspension, or Dismissal

Gross misconduct represents **the most serious violations** of BHMS community standards and will result in an immediate **Level 4 Disciplinary Meeting**, which may lead to **suspension or dismissal**.

Serious Offenses Leading Directly to a Level 4 Disciplinary Meeting

Certain actions require **immediate review** due to their severity and impact on the community. These include but are not limited to:

- **Threats or acts of violence** – Physical aggression, fighting, or making violent threats.
- **Sexual harassment, assault, or misconduct** – Any form of unwanted or inappropriate sexual behavior.
- **Severe discrimination or harassment** – Targeting individuals or groups based on race, gender, religion, nationality, or personal beliefs.
- **Possession, use, or distribution of illegal drugs** – Any involvement in illegal substances, including selling, using, or storing drugs.

- **Severe alcohol misuse** – Excessive intoxication leading to disorderly conduct, aggression, or harm to others.
- **Hazing or forced participation** – Any activity that humiliates, degrades, or endangers another student, regardless of consent.
- **Possession of weapons** – Bringing or using firearms, knives, or any dangerous objects intended to harm others.
- **Major safety violations** – Ignoring fire alarms, setting off false alarms, tampering with security systems, or engaging in activities that endanger others.
- **Theft or fraud** – Stealing from students, staff, faculty, or the institution, or engaging in fraudulent activities.
- **Severe vandalism** – Deliberate damage to school property, including furniture, equipment, or dormitories.
- **Unauthorised work outside of school** – Engaging in paid employment while studying, which is a **serious violation of Swiss law**.
- **Severe academic misconduct** – Plagiarism, cheating, document forgery, or providing false information to the institution.
- **Behaviour that severely damages BHMS's reputation** – Public misconduct, inappropriate social media activity, or disrespectful behavior toward industry partners.

Consequences of Level 4 Gross Misconduct

Depending on the severity of the misconduct, the student may:

- Be **suspended** from studies for **3, 6, or 12 months**, with the requirement to cover school fees for the lost term.
- Be **dismissed** from the school, in which case **no refund** of paid school fees will be provided.

In cases involving violations of **Swiss Federal Law**, BHMS reserves the right to take **immediate action**, including notifying the authorities.

Final thoughts

At BHMS, we believe that **discipline is about learning and growth**. Our goal is to guide students toward **professionalism, responsibility, and respect**—qualities that are essential for success in the hospitality industry.

By making good choices and treating others with consideration, students can contribute to a **positive, thriving** BHMS community.

Summary of Disciplinary Process

Level Action taken	Process and Documentation	Next step if repeated
Level 1 Verbal Warning	Email follow-up, copied to Head of Department	Written Warning
Level 2 Written Warning	Signed by Head of Department & student, emailed to student, Resident Manager, Dean	Three warnings lead to a disciplinary meeting
Level 3 Disciplinary meeting, possible final warning or loss of privileges	Meeting summary sent to student and agent/parent, recorded in student's file	Gross Misconduct Review
Level 4 Immediate Disciplinary Meeting, possible suspension or dismissal	Formal review with Resident Manager or Dean, decision recorded	Immediate action taken



Housing Agreement

Signatory

Between:and BHMS AG

Student no. :

Family name:

Given name:

Nickname:

Room no. :

Address:

With his/her signature the student agrees with the terms and conditions in this document as follows :

1. I understand that this is a **no-smoking** room/apartment. I agree not to smoke within the building (including e-cigarettes). I also understand that shishas or similar tools to smoke are not allowed to be stored or smoked inside the apartment. The school deserves the right to remove such items.
2. All BHMS managed apartments are **drug free zones**. Breach of this clause will be dealt with on an individual basis according to the School disciplinary system and may lead to suspension or expulsion from the School.
3. Drinking alcohol on campus is only allowed in a responsible manner, abiding by the local laws and age restrictions. Excessive drinking and any resulting misbehavior or damage will have consequences. Parties are only permitted if officially requested in advance (reception) and must be in the student Lounge at CC or LSC Bar.
4. **Sanitation** is a major issue. I understand that there is no maid service and that I am responsible, together with my roommates, to keep the room/apartment clean and tidy and in compliance with local laws. That means that I will: keep the refrigerator clean according to health standards; clean my kitchenette, toilet, shower and bathtub weekly; wash dishes after use and clean kitchen cupboards on a regular basis. A cleaning kit has been provided to me.
5. It is not allowed to **move furniture** around in the room. If I want to change it, I have to make a respective request at the Front Office and the maintenance department will support me in this. I am fully aware that if furniture or the room get damaged by moving furniture I am fully responsible and have to pay for it.
6. I understand that the community has a **Disturbance and Peace Ordinance** I will adhere to. This ordinance guarantees residents a peaceful night's sleep and is in effect from **22:00 to 06:00** each day (365 days a year). That means no loud assemblies outside a residence during this time. All sound levels within the building need to be at normal speaking levels (no partying in this timeframe!).
7. The room/apartment is a secure and private area for students. From 22:00 to 06:00 only the **registered occupants** are allowed in the room/apartment.
8. I have been informed by BHMS about the garbage disposal procedures for my specific accommodation.
9. I understand that the **keys** allow entry to secured areas and I must not be reckless with them. I will not hand over this key to anyone else and will surrender it only to BHMS on request. A lost key can result in substantial costs, especially if all locks in the building are associated with the key. This cost will be charged to the student.
10. Building and apartment doors must be locked at all times. Windows must be closed and locked when no one is in the room/apartment.
11. **All electrical / gas equipment must be turned off** when no one is in the room/apartment.
12. **Pets** of any kind are not accepted in BHMS accommodation.
13. Apartments in Switzerland have a **laundry room** typically in the basement. Personal laundry is to be done there. I have been instructed by BHMS on how to use the laundry room in my building. I understand that I will not dry clothes inside my apartment but will use the basement laundry facilities for this. Towels and sheets will be laundered by BHMS on the days posted for linen exchange (clean pieces against dirty ones).
14. I understand that I am not allowed to **paint, renovate, drill holes, damage or alter** anything in the room/apartment other than rearranging the furniture (see point 4).
15. Repairs for **damages** to the apartment (windows, floors, walls, water damage) or furniture by willful acts or neglect will be charged to the student. I understand that special care is to be given to the wooden floors. High heels, sharp items, water, etc. could mark or damage them.
16. Fire or smoke alarms set off through breach of the above regulations, and security charges for lost keys, will also be charged back to the student(s) as I am responsible. I understand that some of these costs can be substantial.
17. BHMS has a master key to my room/apartment. They reserve **the right to visit and inspect** my facilities at any time and without prior notice.
18. I pledge that if there **any problems** with my landlord, or maintenance issues that need repair, I will inform BHMS Front Office immediately.
19. I am informed that BHMS keeps the right to new room allocations for me at any time with a one week notice period. In certain cases, (e.g. misconduct of school rules) an immediate new room change can be ordered by school management.
20. Lastly, I understand that I will need to follow **check-out procedure** from the room/apartment. This requires me to fill out a check-out-form obtainable at BHMS Front Office latest three days prior to departure.

Data Protection (GDPR)

The students agree with their signature to this handbook that BHMS can inform parents, relatives and agents about their school performance and any disciplinary issues.

The student may additionally authorise BHMS to provide feedback on his/her performance or qualification achievements to external parties.

Lucerne :(Date)

Student Signature :

