B.H.M.S.
Business & Hotel Management School



Student Handbook

Table of Contents

Welcome to BHMS	
Introduction to the Student Handbook	4
About Us	5
Finding Your Way and Getting Help	
Campus Buildings	6
Who to Contact on Campus	7
Daily Life and Practical Information	
Administrative Policy	11
Wi-Fi Access, Network and Social Media Regulations	12
Restaurant and Meals	14
Residential Information	15
Your Studies and Support	
Programme Information	18
Centre for Academic Support and Advice	20
Health Insurance and Doctor	22
Validity of Residency Permit	24
Our Community and Expectations	
Student Council	25
Code of Conduct	27
Dress Code Policy	29
Disciplinary Process	32

A Word of Welcome

A Word from the CEO



Heinrich Meister
President and CEO

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.

A Word from the Director



Ronan Fitzgerald
Director

Welcome to BHMS. As Director, I want every student to feel part of our community, understand what is expected of them, and know where to turn for support.

Your time here is an opportunity to develop your knowledge, confidence and professional habits. Make the most of it: be curious, take an active part in school life, learn from the people around you, and take pride in how you approach your studies and treat others. In an international community like ours, respect, reliability and a willingness to listen make a real difference.

This handbook will help you settle into life at BHMS, understand our expectations, and find support when you need it. Please take the time to read it carefully.

My colleagues and I are here to support you. If you are finding something difficult, speak to us early so that we can work through it together.

I look forward to getting to know you and seeing what you achieve during your time at BHMS.

Introduction to the Student Handbook

This handbook guides you through 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 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!

Thank you for taking the time to read this handbook.
If there is anything you are unsure about, please contact a member of staff.



About Us

Tracing its roots to 1928 with the establishment of the first Benedict language school by Gaston Bénédict, the Benedict Education Group was officially founded in 1975 by Mr. Meister. Today, the group is one of Switzerland's oldest and leading language, business, and computer education groups, comprising five schools and 16,000 students. BHMS was founded in 1998 and now welcomes nearly 1,000 students from more than 80 nationalities. BHMS Business & Hotel Management School specialises in modern and practical international education in business, hospitality, and culinary arts. By combining a British study model with Swiss applied education concepts, it offers practical and internationally recognised qualifications.



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

Our 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.

Campus Buildings

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

Classrooms

Building		Classrooms/teaching facilities
St. Karliquai	SKQ	Emmen, Reuss, Saal 505
Sentipark	SPK	Fribourg, Ticino, Valais
Gibraltarstrasse 34	GB 34	Piccard, Chevrolet, Pestalozzi, Cailler, Dunant, Piaget, Erni, Giger
Lakeside Campus	LSC	Heinrich Meister Hall, Auditorium, Maggiore, Sempach, Brienz, Thun, Union Restaurant, Culinary Labs (001, 002 and 003)
City Campus	CC	City Campus Restaurant, City Campus Kitchen
Lakefront Centre	LFC	Language Lab (5th floor): Benedict Lucerne
Limelight Campus	LL	Culinary Labs (004, 005, 006), Hallwil

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	GB 34	08:00 – 17:00	Closed	Closed
Admission & Internship Office	CC	08:00 – 17:00	By appointment	Closed
Classrooms	SP, GB 34, SKQ, LSC, SPK, LL	07:00 – 19:00	Subject to schedule	Closed
Language Lab	Benedict Lakefront Centre	09:00 – 20:00	09:00 – 12:00	Closed

Who to Contact on Campus

Academic Leadership

Academic Dean
Andrea Stropkova

andrea.stropkova@bhms.ch

City Campus and Lakeside Campus

Contact Reasons

- Academic appeals and exceptional academic cases
- Complaints, conflict resolution and policy interpretation
- Final decisions regarding progression and academic matters
- Reasonable adjustments and extenuating circumstances
- Academic quality assurance and partner university matters

MSc / MBA Programme Leader
Laura Chavez

laura.chavez@bhms.ch

Gibraltarstrasse 34

Contact Reasons

- 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

Programme Support

Program Leader Year 1 & 2
Michael Hyvärinen

michael.hyvaerinen@bhms.ch

Lakeside Campus

Contact Reasons

- Academic and pastoral support for Year 1 & 2 students
- Academic progress and study-related concerns
- Support regarding undergraduate learning experience
- Faculty coordination and academic quality matters

Programme Leader Year 3
Marcel Enzler

marcel.enzler@bhms.ch

Gibraltarstrasse 34

Contact Reasons

- Academic and pastoral support for BA Year 3 students
- Questions regarding progression to MSc studies
- Academic concerns, study planning and student support
- Year 3 academic quality and faculty coordination

Academic Administration & Progression

Academic Office Team Leader (Year 1 & 2)
Sara Gfeller

sara.gfeller@bhms.ch

Lakeside Campus

Contact Reasons
- Schedules and class timetable questions
- Resits and assessment administration
- Attendance and academic progression monitoring
- Orientation and graduation-related administration

Senior Academic Administrator (BA, MSc, MBA)
Virginia Spantidea

virginia.spantidea@bhms.ch

Gibraltarstrasse 34

Contact Reasons
- BA Year 3, MSc and MBA schedules and resits
- Attendance and progression tracking
- Questions regarding RGU academic processes
- Confirmations and interim transcripts
- Resits and assessment administration

Culinary Programme Leader
Shaun Leonard

shaun.leonard@bhms.ch

Contact Reasons
- 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 Zürich kitchens and events
- Student projects and events in F&B on all campuses
- Practical culinary module development
- All practical student assessments

Student Administration, Finance & Campus Services

Admissions/Student billing
Pop Sanhachaipong/Yanick Gebistorf

admission@bhms.ch

City Campus (1st Floor)

Contact Reasons
- 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
- Enrollment for following years
- Any school related payments
- Information about fees

Residence Management
Christine Meier

christine.meier@bhms.ch

City Campus

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

Front Office Manager
Emil Rahimovic

emil.rahimovic@bhms.ch

City Campus

Contact Reasons
- 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

Internship Placement
Isabel Künzli

isabel.kuenzli@bhms.ch

City Campus (Monday, Wednesday, Friday)

Contact Reasons
- All questions regarding the internship placement
- CV Photos and CV preparation and Interview
- Work Permits and Visa Applications for internships Meet The Industry - Career Days on Campus
- Postgraduate Placements after the end of your studies

Director
Ronan Fitzgerald

ronan.fitzgerald@bhms.ch

Lakeside Campus

Contact Reasons

- For urgent situations, serious concerns, or if you're unsure who to speak to
- To share feedback, concerns, ideas, or simply have a chat and catch up
- For significant academic, wellbeing, conduct, accommodation, or student-life issues

Student Advisor
Yuliia Crawley

yuliia.crawley@bhms.ch

City Campus

Contact Reasons

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

Networking & Alumni Connections

Alumni Relations
Nissim Ben-Aharon

nissim.ben-aharon@bhms.ch

City Campus

Contact Reasons

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

General Contact Information

We will communicate with you and your parents/ sponsors if there is a need to discuss important issues and/or we need their help to assist you.

Should they need to contact BHMS, please have them call +41 41 248 70 00.

This number is available 24 hours a day, but we kindly request that calls be made during office hours, or alternatively, they may email admission@bhms.ch.

Administrative Policy

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.

Warning

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

No further notification to the student will be necessary.

ID Card and Name Badge
All students receive a student ID card on 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 property of the school and must be handed over on request. A replacement student ID card costs CHF 50.00.

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 CHF 5.00.

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

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.

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 is prohibited in all entrance areas.
Special attention and penalties are applied to smoking in carpeted areas with a high fire risk.
Mobile phones should be switched off during all classes.

Wi-Fi Access, Network, and Social Media Regulations

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

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

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 ID/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

Warning

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).

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.

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.



Restaurant and Meals

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



Meals Monday – Friday

Meal	Time	Location
Breakfast	07:15 – 08:45	City Campus
Breakfast	07:30 – 08:30	Lakeside Campus
Lunch	11:30 – 14:00	City Campus
Dinner	17:30 – 19:00*	City Campus
Dinner	17:30 – 19:00	Lakeside Campus

*Except on Fridays

Weekends, Public Holidays, Term Break

Meal	Time	Location
Brunch	11:30 – 13:00	Lakeside Campus
Dinner	17:30 – 19:00	Lakeside Campus

The Restaurant
Please note that the restaurant is a public area, and dress is required according to the dress code.

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.

Residential Information

Linen Change
Your linen and towels will be exchanged weekly on a one for one basis at the following times at the laundry in 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

Laundry
Both campus buildings have laundry facilities, including washing machines, dryers, and clotheslines. 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 30.00, including a refundable deposit of CHF 30.00 for the card
- Lakeside Campus: CHF 30.00, disposable card (no deposit)

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

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

Students are responsible for the cleanliness of their rooms, which will be checked by Ms Meier or other team members of BHMS. 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.

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.

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.

Night Rest
As a sign of respect towards your neighbours, it is forbidden to make loud or excessive noise between 22:00 and 07:00.

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.

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 50.00 including food. The Front Office/Ms. Meier must discuss and approve any special accommodation arrangements.

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 'Campus Buildings' chapter)
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 'Nachsen-deantrag' (forwarding order) 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.

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.

Accommodation during Internship
BHMS does not offer on-campus accommodation to students during their internship period.

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

Housing Responsibilities
Students living in BHMS accommodation are expected to keep their rooms clean and tidy, respect quiet hours and visitor restrictions, follow safety and security requirements, and treat school property and fellow residents with care. Students must report damage or maintenance issues promptly and follow the required check-out procedures. Charges may apply for damage, lost keys or other costs specified in the signed housing agreement.
The housing policy and agreement you sign during check-in are binding throughout your stay. Please read them carefully, retain a copy and ask the Front Office if anything is unclear.
This handbook provides a summary only and does not replace or amend the housing policy and agreement signed at check-in. Please refer to those documents for the full conditions governing your accommodation.



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.

Academic Calendar & Attendance
Your study programme including 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 under 'Academic policies' and the website www.bhms.ch under 'Download documents'.

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 Hours

Programme	Days	Times
Academic Classes	Monday to Friday	08:00 – 18:00
	Saturday	Subject to schedule
Service Operations classes	Monday to Friday	06:00 – 21:00
Culinary Practical classes	Monday to Friday	06:00 – 21:00

Academic Documentation
Students may request a signed interim transcript via the academic office.
A final transcript is issued when all programme requirements are complete, and the various department Managers have completed the Diploma Issue process.
Replacement of duplicates of any document can be issued for CHF 100.00
Students requiring an academic reference should contact their programme leader. 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 80.00 per page fee for this service. BHMS requires pre-payment with a wire transfer if you request this from abroad, and a CHF 80.00 shipping charge will also be due.

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.



Centre for Academic Support and Advice

The BHMS Centre for Academic Study Advice (CASA) is committed to helping students succeed academically. The Study Advisor Scheme delivers structured support, ensuring students get the guidance they need to excel in coursework, prepare for exams, and strengthen their subject knowledge.



Structure of the Advisor Scheme

Induction Meeting
CASA will present the Study Advisor Scheme to all students during induction week (orientation day). Students will receive clear guidance on how the scheme works, who is eligible, and how to sign up.

Study Support Sessions
Sessions take place from Week 2 to Week 5. Students must sign up by Monday of Week 2 to participate. Sessions are held twice a week, each lasting 2 hours. Mondays: Writing, research and study skills and support with theory-based subjects. Thursdays: Accounting, calculations and numbers and support with methods and analysis. CASA supervises all study sessions to ensure structured support.

For any questions regarding the Study Advisor Scheme, please contact Virginia Spantidea in the Academic Office.

Recruitment of Study Advisors
CASA will recruit Study Advisors from final-year undergraduate and final-term master's students. Study Advisors must have strong programme knowledge, excellent grades, and the ability to provide proactive support.
CASA will oversee recruitment, training, and scheduling to ensure effective support for students. If you are interested in helping others as a Study Advisor, please inform the Academic Office.

Academic Office Collaboration
The Academic Office will identify and flag students in need of study support.
CASA will proactively contact these students to arrange meetings during scheduled study sessions. Study support is available to all students, whether they need help with coursework challenges or seek to improve their grades in specific subjects.

Accountability

Supervision & Progress Reporting
CASA will supervise all study sessions and maintain an attendance list for each session.
CASA will provide the Academic Office with:

- A weekly progress report on each participating student
- A session attendance list to track engagement and participation

Commitment & Attendance Policy
Students must commit to attending all sessions from Weeks 2 to 4.
Each student will sign a Student Advice Contract, outlining:

- An agreement between the CASA team member, Study Advisor and Student
- A commitment to attending all assigned sessions
- An expectation of proactive engagement in study sessions

Failure to attend without valid justification will result in an administrative fee of CHF 250.00.
The service remains free of charge for students who fulfil their commitment.

CASA will ensure a diverse team of Study Advisors, covering a range of subjects to provide well-rounded support.
At the end of Week 4, CASA will gather student feedback to assess the program's effectiveness and identify areas for improvement.

Date	Event
Week 1	Induction meeting and recruitment of Study Advisors
Monday, Week 2	Final deadline for student sign-ups
Weeks 2–4	Study support sessions take place



Health Insurance and Doctor

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

EU 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 a 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.

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

Emergency Numbers in Switzerland	
112	European emergency number
117	Police
118	Fire Brigade
144	Ambulance
041 248 70 00	BHMS City Campus (24h)

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 (KVG) 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 KVG 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 (KVG)
- 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 KVG 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

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

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.

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.

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.

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.

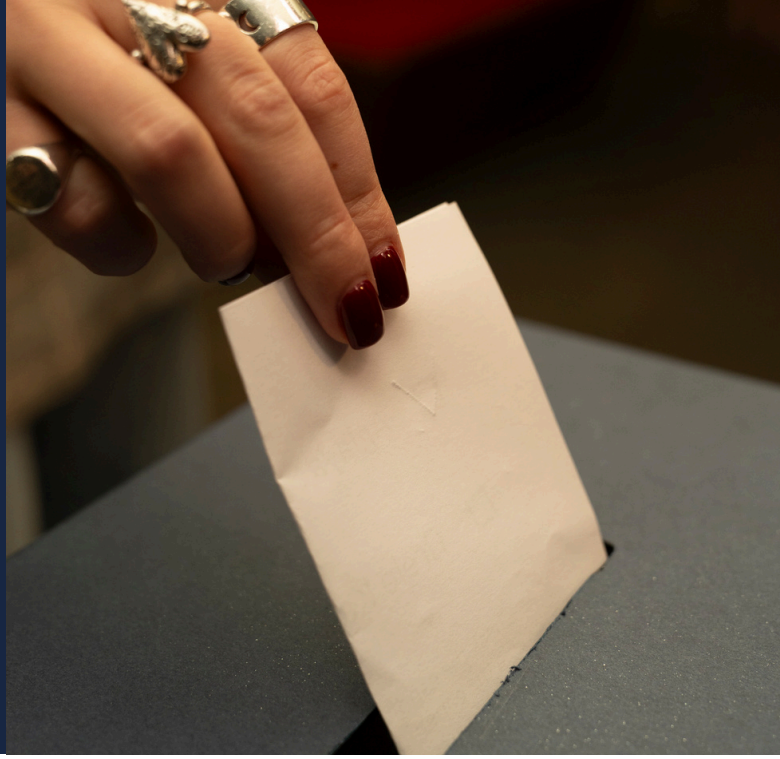
Should the Migration Office notice that the policies are not being complied with and that students are not departing Switzerland as expected, penalties will be applied to the school and the student.

The following are some examples to explain the rules:

- Your education with BHMS and the B-Permit expires on 31 August 2027, the last day of the internship. You must depart Switzerland on 31 August 2027.
- Your work contract ends on 15 August 2027, and you have completed your education with BHMS You must depart Switzerland by 15 August 2027, even if your permit is valid until the expiration date on 31 August 2027.
- 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.

Student Council



The BHMS Student Council serves as the voice of the student body, acting as a bridge between students and school administration. It is composed of a President, Vice President, and Class Representatives, who take on specific roles within the Council to enhance student life and promote a positive learning environment.

The BHMS Student Council provides an opportunity for students to develop leadership skills, influence school policies, and contribute to a vibrant and inclusive campus community.

Purpose & Responsibilities
The BHMS Student Council also plays a key role in representing the school and engaging with visitors, potential new students, and their families.

Council members are available to meet with prospective students and parents, offering firsthand insights into student life and experiences at BHMS.

The BHMS Student Council is committed to:
- Representing student interests and concerns to the school administration
- Promoting collaboration, professionalism, and cultural unity within the student community
- Supporting and coordinating student-led activities and initiatives
- Organising events, sustainability efforts, and engagement opportunities
- Upholding school policies and fostering a respectful, inclusive environment

Student Council Selection
Nominations are invited for Student Council President. The President is then selected by a panel comprising representatives from academic, operations and administration management, together with the outgoing Student Council President. The Vice President is normally selected from among the other presidential candidates.

Student Ambassador positions are normally filled by Class Representatives, who are normally elected by their respective class groups.

Class Representatives (Elected from each program and semester)
- Represent their respective classes
- Take on additional responsibilities within the Council

Student Council Roles

President
- Leads the Student Council and chairs meetings.
- Sets the agenda and ensures objectives are met.
- Represents the student body at key events
- Works with school leadership to enhance student experiences

Vice President
- Supports the President and steps in when needed
- Assists in Council coordination and planning
- Helps oversee student initiatives and engagement efforts

Class Representatives
- Act as the voice of their respective programs
- Participate in meeting and contribute to decision-making
- Can take on specific roles within the Council

Specialised Roles within the Student Council

Career Development (Internship) Ambassador
- Supports students in their internship and career journey
- Acts as a liaison between students and the internship team
- Assists in organising career-related initiatives and workshops

Green Ambassador
- Leads sustainability initiatives and promotes eco-friendly practices
- Works with students and staff on green projects

Social Media & Alumni Ambassador
- Collaborates with the school's social media team to highlight student life
- Helps document and shares events and initiatives
- Supports alumni engagement efforts

Events Ambassador
- Coordinates student involvement in school events
- Assists in organising and improving student activities

Student Life & Operations Ambassador
- Helps students with student life matters and housing matters.

Community & Welfare Ambassador
- Helps students with general queries and student welfare concers

Academic Ambassador
- Serves as a liaison between students and faculty
- Addresses academic concerns and promotes teamwork among students

Election & Selection

Eligibility & Nominations
Any student who is a Class Representative and meets school conduct requirements can run for office Presidential candidates must have completed at least one semester at BHMS.

Elections
The council is elected by the dean and go through job-like interviews with her. The runner up isn't necessarily going to be the vice.

Term of Office
All positions have a 6-month term.
Positions are filled on a rolling basis, ensuring continuity as individuals complete their term.
The President cannot serve consecutive terms.

Meetings & Communications

Career Development Ambassador
- The Council meets regularly to discuss students concerns and initiatives
- Agendas and minutes are recorded and shared with the student body
- Council members may request meetings with school leadership when necessary

Resignations & Replacements

- Any Council member may resign from their role
- If the President steps down, the Vice President assumes the position
- Other vacant roles may be filled at the discretion of the Council and school administration

Code of Conduct

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

The BHMS Community

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

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) has 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



Appealing a Disciplinary Decision
This appeal procedure applies only after a formal disciplinary decision has been issued. Routine questions, requests and concerns must first be addressed through the relevant department and normal school procedures. An appeal is not a substitute for those procedures and does not allow students to bypass the staff responsible for handling their matter.
Students may appeal a disciplinary decision by writing to the Director within five working days of receiving the written decision. The appeal should explain the reasons and include any supporting evidence. Grounds for appeal include a significant procedural error, relevant new evidence that was not reasonably available earlier, or a sanction considered disproportionate to the misconduct.
The appeal will be reviewed by a senior member of management who was not involved in making the original decision. Students will have an opportunity to explain their position and may be accompanied by a staff member or fellow student.
The school will normally communicate the appeal outcome in writing within ten working days of receiving the appeal. If more time is required, the student will be informed of the reason and the expected response date. The original decision may be upheld, reduced or overturned, or the matter referred for a new hearing.
The school will confirm whether the sanction remains in effect during the appeal. Any temporary measures necessary to protect safety or welfare may remain in place.
Academic appeals are handled separately under the school's academic regulations.

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 and misuse of prescription medication are prohibited on campus.
- Students are encouraged to prioritise their well-being and reach out if they need help managing health or substance-related challenges
- Alcohol must be consumed in moderation, in accordance with applicable laws and age restrictions. It must not disrupt school activities or negatively affect the safety, well-being or peace of other students, staff, residents or neighbours, either on or off campus.

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.

Dress Code
Policy

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 regarding 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.



Your Appearance Reflects Our Standards
Thank you for representing BHMS with professionalism

Female Students

Professional Business Attire

- Dark two-piece business suit (black, dark blue, dark grey or dark brown), plain or pin-striped
- Knee-length skirt or trousers
- Blouse: any colour or discreet pattern, not transparent and without shoulder straps
- Black or natural stockings/ tights
- Black or dark plain shoes.
- 1 Nov – 31 Mar: plain leather ankle or knee-length boots permitted
- Plain V-neck jumper over blouse in colder months (suit jacket must still be worn)
- A suit with a blouse or business dress must be worn throughout the year



Not Permitted

- Jeans of any colour
- Mini-skirts / mini-dresses
- Pullovers in place of suit jackets
- Crew or polo neck jumpers in place of blouses
- Over-knee, Doc Martens-style or UGG boots
- Headwear are forbidden indoors except for religious reasons

F&B Service Uniform

- White blouse
- Black trousers or
- knee-length skirt
- Black plain shoes
- School-provided apron



Culinary Uniform

- Chef jacket & trousers
- Necktie & chef hat / hair net
- Apron / torchon
- No-slip shoe
- No jewelry
- No watches



Hair must be tied up in a bun under the provided hair net.

Weekend & Term Breaks

Smart-casual dress is desirable.

Male Students

Professional Business Attire

- Dark two-piece business suit (black, dark blue, dark grey or dark brown), plain or pin-striped
- Shirt: any colour or discreet pattern
- Shirt must be fully buttoned including the collar button.
- Tie or bow tie
- Black or dark plain shoes.
- Black socks covering the ankle and above
- Plain V-neck jumper over blouse in colder months (suit jacket must still be worn)
- A suit with a shirt must be worn throughout the year



Not Permitted

- Jeans of any colour
- Shirt without a tie at any time of the year
- Pullovers in place of suit jackets
- Crew or polo neck jumpers in place of blouses
- Headwear are forbidden indoors except for religious reasons

F&B Service Uniform

- White shirt
- Black trousers
- Black plain shoes
- Black bow tie
- School-provided apron



Culinary Uniform

- Chef jacket & trousers
- Necktie & chef hat / hair net
- Apron / torchon
- No-slip shoe
- No jewelry
- No watches



Weekend & Term Breaks

Smart-casual dress is desirable.

Disciplinary Process

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.
- 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.

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.
- 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.

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 Gross Misconduct	Immediate meeting and formal notice (notifying authorities if required)	Suspension or Dismissal

B.H.M.S.

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