Terms & Conditions for the temporary and furnished housing of Exchange Students at Utrecht University 2019 - 2020

General – Definitions of terms
0.1 Exchange Students are international students who have applied to temporarily take courses at Utrecht University with the intention of having their results recognized by their home universities, and who do not yet live in the Netherlands. Exchange Students, hereinafter will be called students.
0.2 SSH: a housing corporation specialized in letting furnished accommodation, the lessor of the accommodation. 0.3 Utrecht University: a legal entity established under the laws of The Netherlands and governed by public law under section 1.8 of the Higher Education and Research Act (Wet op het hoger onderwijs en wetenschappelijk onderzoek) and having its registered offices at Heidelberglaan 8, Utrecht, the Netherlands.
0.4 Contact person: the representative of the faculty where the student will be enrolled.
0.5 Application: the on-line request for housing by one student for the prescribed fixed period of time.
0.6 Term of residence: the period between arrival and departure.
0.7 Accommodation: a fully fitted and furnished room.
0.8 Rental period: the period during which student and lessor have agreed to rent (out) accommodation.

Basic principles
1.1 SSH aims at maintaining a good price-quality ration of their furnished accommodation.
1.2 SSH acts as lessor of the temporary accommodation for Exchange students. The reservation fee for this service is 77,50 euros per reservation.
1.3 The brokered tenancy contracts are for a fixed period of time only. Cancellation after commencement of the rental period is not permitted, except for cases provided for by Article 2.9. The fixed rental periods exchange students can apply for are:
   semester I  27 August 2019 - 31 January 2020
   semester II 1 February 2020- 30 June 2020
1.4 In accordance with these conditions, SSH acts as lessor only for Exchange Students. For more information about the practical details look at www.uu.nl/en or www.sshxl.nl/en

Conditions for students
2.1 Students have to register on-line via www.sshxl.nl/en. Correct registration is always the students’ responsibility.
2.2 Applications may only be submitted for a prescribed fixed period of time (see article 1.3). The contact person will review the online application as soon as possible after the students’ application and approve it if correct.
2.3 Reservations only become definite once a Reservation Confirmed Email has been sent by SSH. This email is sent after the complete down payment has been received by SSH and the student has agreed to the rental contract plus the pertaining Terms & Conditions for the temporary and furnished housing of Exchange Students at Utrecht University that apply to the rental contract. SSH maintains the right to deviate from the confirmed reserved accommodation and to reserve another accommodation at the same location similar in rental cost.
2.4 The down payment consists of the non-refundable reservation fee of €77,50, the one-off tax fee (9% of the total rent amount during the rental period) plus the rent according to the following schedule;

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<th>Rental Period</th>
<th>Down payment Rent</th>
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2.5 The complete down payment must be paid by Visa or MasterCard within 24 hours after making the online reservation.
2.6 Students may cancel their reservation until four weeks prior to the intended start of the rental period. Cancellation can be requested by email. Cancellation of the reservation is valid after the SSH has confirmed the cancellation by email. Students with a confirmed timely cancellation request will be refunded the down payment minus the reservation fee of €77,50 and minus the cancellation fee of €75.

2.7 If students cancel their reservation within four weeks prior to the intended start of the rental period, or if the student fails to show after the rental period has started, the rental agreement will be terminated and the student will not be refunded the down payment irrespective of the reason(s) for cancellation.
2.8 Cancellation after commencement of the rental period is not permitted, except for cases provided for by article 2.9.
2.9 It is not possible to cancel a rental contract after commencement of the rental period, except in the following circumstances, and subject to verification and confirmation by Utrecht University: (I) death, sudden serious illness or a serious accident of the student or first/second degree family members, or (II) the unforeseen withdrawal of the student’s residence permit (if required) by the proper authorities. Moreover, cancellation of the contract is only allowed if the abovementioned circumstance leads to a termination of enrolment.
2.10 A claim for cancellation after commencement of the rental period must be made through the contact person at the student’s faculty. A claim must be supported by documented proof. Each claim is assessed individually. In case of proven circumstances as described in 2.9, and if verified and admitted by Utrecht University, cancellation is permitted as per the first day of the month following the date on which the claim for cancellation is approved and with one month’s notice.
2.11 The monthly rent payments will be direct-debited from the bank account number as registered on the registration form. Only applicable to students from SEPA countries*. You can also pay your rent via your secure payment environment on your personal MySSH page. Your rent must be made payable to SSH, before the first day of each month.
2.12 Once students have moved into their accommodation they may request to move to another SSH accommodation within the University Reserved Accommodation offerings for Exchange students. The moving fee is 75 euros. A written request must be sent to SSH.

The following House Regulations apply once the rental contract between the Student and SSH is established:

3.1 Students are responsible for cleaning their own room/apartment and the shared facilities. Upon students’ request, SSH can arrange a cleaning company to take care of the cleaning. SSH or the cleaning company will bill students for this service.
3.2 It is not allowed to keep pets. SSH does not guarantee that no pets are kept in mixed SSH reserved housing accommodations and Regular SSH Utrecht residences.
3.3 Smoking is not allowed in any of the accommodations that are dedicated SSH reserved housing accommodations. This applies both for individual rooms as communal areas.
3.4 The maximum period a guest can stay over is 3 nights. After this period the guest needs to find his/her own place to stay.
3.5 It is not allowed to sublet the accommodation or to transfer the rental contract to a third party.
3.6 According to the Dutch fire regulations the hallway and passageways, and the communal spaces, in the residential building and in facilities on the grounds of the complex; must be kept clear at all times. Therefore bicycles or any other objects that obstruct entrances or exits will be removed instantly (students will be billed for all costs made).
3.7 It is not allowed to make (mechanical) noise after 22.00 hours.
3.8 You will conduct yourself as a good tenant and use the rental space for the purpose specified in the rental contract.
3.9 You will not cause any trouble or nuisance. You are also liable for any trouble or nuisance caused by other people who are in the rental space. The SSH will annul the rental contract if you act contrary to this stipulation. We consider trouble or nuisance to include in any case:
   - loud noise;
   - verbal or physical threats, intimidating other residents or people who are in the building or on the grounds of the complex;
   - throwing things out of the rental space to the ground, no matter how small;
   - destroying, stealing or using without permission the possessions/inventory of other residents or the SSH;
   - causing damage to parts of the communal spaces, in the residential building and in facilities on the grounds of the complex;
   - illegitimate use or abuse of the fire extinguishing equipment and fire prevention facilities in the residential building. If you act contrary to this stipulation, you will have to pay a fine of €200 each time, excluding cleaning costs;
   - storing or keeping combustible, explosive or other dangerous substances in the rental space, the building or on the grounds;
   - keeping objects or garbage in places that serve as escape routes.
3.10 With the exception of emergencies, you may not go on the roof, the fire escapes or into the furnace areas, nor may you give others the opportunity to do so. You must adhere to the safety regulations prescribed by the fire department. Gardens, balconies, galleries, communal spaces and places that serve as escape routes must not be used as shelters or storage spaces for possessions or garbage.
3.11 If you act contrary to the stipulation in article 6.7, you will be fined €50 each time you do so. Moreover, any objects that have been placed on galleries, balconies, in gardens, hallways or in places that serve as escape routes can be removed by the SSH and taken away to be destroyed at your expense. You cannot demand compensation for the value of these objects.
3.12 Unless otherwise indicated, it is not permitted to make any holes in the walls of your room/apartment. The application of stickers or wall painting is also strictly forbidden.

3.13 SSH and its authorized representatives reserve the right to enter residents’ rooms/apartments at all times to handle service requests, perform maintenance, do an inspection or in case of an emergency.

* List of countries and territories which are part of the jurisdictional scope of the SEPA Schemes; Åland Islands, Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Réunion, Romania, Saint Barthélemy, Saint Martin (French part), Saint Pierre and Miquelon, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom