
Terms and conditions of intermediary services for the temporary housing of foreign students at educational institutions in Rotterdam.

The educational institution has outsourced the temporary housing to Short Stay. Short Stay is a department of Vestia Rotterdam Stadswonen, part of the Vestia Group, and is specialized in letting furnished rooms and apartments. The objective of Vestia Rotterdam Stadswonen is to offer accommodation in the city of Rotterdam or in the immediate vicinity, in view of limiting travel time between home and school as much as possible.

Since January 1st, 2011 the government prescribes strict criteria of income for the accommodations offered. Please see www.shortstay.nl for more information.

GENERAL – DEFINITIONS OF TERMS

- Accommodation: a fully fitted and furnished room or apartment, that is not always self-contained; in most cases a room or apartment has communal cooking facilities and sanitary fittings.
- Account manager: the contract manager of the educational institution of the contract between the educational institution and Vestia Rotterdam Stadswonen.
- Application: the on-line request for housing by one student for a prescribed fixed and limited period of time (see article 1.4). No accommodation can be arranged for a partner or child(ren) of students.
- Contact person: the representative of the educational institution where the student will be enrolled.
- Rental period: the period during which student and lessor have agreed to rent (out) accommodation (see article 1.4).
- Short Stay: a business unit of Vestia Rotterdam Stadswonen, part of the Vestia Group, who perform the intermediary services for temporary housing.
- Students: foreign exchange students who temporarily take courses at the educational institution with the intention of having their results recognized by their home universities or foreign bachelor/master students who are enrolled in an international bachelor/master's degree programme at the educational institution with the intention of obtaining a degree or other foreign students who temporarily take courses at the educational institution (like Summer Course). Students have an annual income below 34.085 euro (prices 01-01-2012) or an equivalent sum in another currency. If this annual income is above 34.085 euro, the student can contact Short Stay by email via eur@vestia.nl for more information.

1. BASIC PRINCIPLES

- 1.1 Short Stay, in consultation with the account manager of the educational institution, aims at maintaining a good price-quality ratio for their furnished accommodation.
- 1.2 Short Stay acts as intermediary in finding temporary accommodation for students temporarily studying or taking courses at the educational institution.
- 1.3 Short Stay, in consultation with the account manager of the educational institution, aims at maintaining the service to have fully furnished rooms available for students upon arrival.
- 1.4 The tenancy agreements are for a fixed and limited period of time only, not extending a maximum period of twelve months.

The fixed rental period exchange students can apply for is:

- a period of full calendar months with a minimum period of four months and a maximum period of six months, starting the first day of the month and ending the last day of the month.

The fixed rental period bachelor (BA) and master (MA) students can apply for is:

- a period of full calendar months with a minimum period of ten months and a maximum period of eleven months, starting the first day of the month and ending the last day of the month; this applies for accommodation in all buildings except for the buildings Casa Erasmus and F-building, or;
- a period of twelve months, starting the first day of the month and ending the last day of the month; this applies for accommodation in the buildings Casa Erasmus and F-building.

Although international bachelor/master programmes may run for more months/years, students can only apply for reserved housing for the first twelve months of their programme. After this period they have to find accommodation themselves.

The fixed rental period other foreign (like summer course) students can apply for is:

- a period of full calendar months with a minimum period of one month and a maximum period of twelve months, starting the first day of the month and ending the last day of the month.

Should contact persons or students not take this in consideration, Short Stay will decide to cancel the application with prior notice.

A request for extension of the rental period needs to be made through eur@vestia.nl. Each request is assessed on a case by case basis.

- 1.5 For Erasmus residences at African Inn and Wilgenborgh: all short stay tenants are offered a tenancy agreement for a maximum period of six (exchange students) or eleven (bachelor/master students) months with the option of terminating earlier. In order to apply for this option, written notice must be given in consideration of a minimum notice period of three months.

- 1.6 In accordance with these conditions, Short Stay acts as intermediary only for students. For more information about the practical details, please see www.shortstay.nl; for longer term accommodation, please visit www.vestia.nl/RotterdamStadswonen.

2. CONDITIONS

Application & Reservation

- 2.1 Students have to register on-line via www.shortstay.nl. Correct registration is always the student's responsibility.
- 2.2 Applications may only be submitted for a prescribed fixed and limited period of time (see article 1.4).
- 2.3 The contact person of the educational institution will review the on-line application as soon as possible and approve it if correct.
- 2.4 After approval the student can log in to the on-line reservation programme to reserve suitable housing/accommodation.
- 2.5 Short Stay maintains the right to deviate from a preference and to reserve another room/apartment at the same location similar in rental costs.
- 2.6 Short Stay is not obliged to offer the applicant alternative accommodation if he/she does not accept the accommodation offered.
- 2.7 If no suitable housing is available, you can contact Short Stay by email via eur@vestia.nl for more information.
- 2.8 Reservations become definite once a final confirmation has been sent by email by Short Stay. Short Stay aims at confirming the reservation at least 4 weeks prior to commencement of the rental period or earlier if possible.
- 2.9 The first month's rent and the deposit are essential to the reservation and needs to be paid within two weeks after the student receives the final confirmation by email.
- 2.10 For exchange students the amount of the deposit equals the amount of one month's rent. For bachelor (BA) and master (MA) students the amount of the deposit equals the amount of two month's rent.
- 2.11 When the first month's rent and the deposit are not paid within two weeks after the receipt of the final confirmation, the registration and reservation of the student will be cancelled.
- 2.12 In case of a reservation within two weeks prior to the commencement of the rental period, the amount has to be paid directly on receipt of the final confirmation.

Cancellation (policy)

- 2.13 If the student cancels accommodation at least one calendar month prior to commencement of the rental period after having received a final confirmation as referred to in article 2.8, the student will not be charged, irrespective of the reason(s) for cancellation. In case of a paid deposit, the student will be refunded.

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- 2.14 If the student cancels accommodation within one calendar month prior to commencement of the rental period after having received a final confirmation as referred to in article 2.8, Short Stay will charge one month's rent, irrespective of the reason(s) for cancellation.
 - 2.15 If a student fails to show, Short Stay will charge one month's rent, irrespective of the reason(s) for no show.
 - 2.16 Cancellation after commencement of the rental period, is not permitted, except for cases provided for by the Tenants' Manual or as referred to in article 1.5 of these Terms and Conditions.
 - 2.17 A claim for cancellation (with proof of permission of the educational institution) needs to be made through eur@vestia.nl. Each claim is assessed on a case by case basis.
 - 2.18 The contact person will be informed when the student has not fulfilled the payment obligations to Vestia Rotterdam Stadswonen.

3. EXONERATION CLAUSE

- 3.1 Because of special circumstances, like a change of law or new adjustments with the educational institution, prices and procedures indicated by Short Stay may be subject to change for which Short Stay cannot be held responsible and does not accept any liability. The list of special circumstances is not meant to be exhaustive. If alterations occur applicant will be notified.

Since the *Tenants' Manual* is an integral part of the tenancy agreement between the student and Short Stay, the *Tenants' Manual* is an integral part of these *Terms and Conditions*. By accordance of these *Terms and Conditions* the student also declares to have been handed the *Tenants' Manual* and agrees with the contents thereof.