
Terms and conditions of intermediary services for the temporary housing of foreign students or staff members 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/staff member for a fixed and limited period of time (see article 1.4). No accommodation can be arranged for a partner or child(ren) of foreign students/staff members.
- Contact person: the representative of the educational institution where the student will be enrolled or where the staff member will be working.
- Foreign students: are 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 bachelor/master programmes at the educational institution with the intention of obtaining a degree. Foreign students have an annual income below 33.614 euro (prices 01-01-2011) or an equivalent sum in another currency. If this annual income is above 33.614 euro, the student can contact Short Stay by email via inholland@vestia.nl for more information.
- Rental period: the period during which student/staff member and lessor have agreed to rent (out) accommodation (see article 1.4).
- Short Stay: a business unit of housing corporation of Vestia Rotterdam Stadswonen, part of the Vestia Group, who perform the intermediary services for temporary housing.
- Staff members: foreign staff or working guests (temporarily) affiliated to the educational institution for the purpose of working activities, including PhD's, post-graduate researchers, visiting teachers and professors, trainees etc. Staff members have an annual income below

33.614 euro (prices 01-01-2011) or an equivalent sum in another currency.

If this annual income is above 33.614 euro, the student can contact Short Stay by email via inholland@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 ration of their furnished accommodation.
- 1.2 Short Stay acts as intermediary in finding temporary accommodation for foreign students/staff members temporarily studying, taking courses or working 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 foreign students/staff members 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 periods foreign students/staff members can apply for are:

- ◆ Semester I: 22 August 2011 – 22 January 2012
- ◆ Semester II: 24 January 2011 – 1 July 2012
- ◆ Semester I+II: 22 August 2011 – 1 July 2012

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

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.

- 1.5 In accordance with these conditions, Short Stay acts as intermediary only for foreign students/staff members.

For more information about the practical details, please see www.shortstay.nl; for longer term accommodation, please see www.stadswonen.nl.

2. CONDITIONS

Application & Reservation

- 2.1 Students/staff members have to register on-line via www.shortstay.nl. Correct registration is always the student's/staff member's responsibility.
- 2.2 Applications may only be submitted for a prescribed fixed 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/staff member can log in to the on-line reservation programme to reserve suitable housing/accommodation.

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- 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 inholland@vestia.nl for more information.
 - 2.8 Reservations become definite once a final confirmation has been sent by e-mail by Short Stay. Short Stay aims at confirming your reservation at least 4 weeks prior to commencement of the rental period or earlier if possible.
 - 2.9 The first period's rent and the deposit are essential to the reservation and needs to be paid within two weeks after the student/ staff member receives the final confirmation by e-mail.
 - 2.10 The amount of the deposit equals the amount of one month's rent.
 - 2.11 When the first period'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/ staff member 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/staff member 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/staff member will not be charged, irrespective of the reason(s) for cancellation. In case of a paid deposit, the student/staff member will be refunded.
- 2.14 If the student/staff member 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/staff member 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.
- 2.17 A claim for cancellation needs to be made through inholland@vestia.nl. Each claim is assessed individually.
- 2.18 The contact person will be informed when the student/staff member 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 Vestia Rotterdam Stadswonen may be subject to change for which Vestia Rotterdam Stadswonen 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 rental agreement between the student/staff member and Short Stay, the *Tenants' Manual* is an integral part of these *Terms and Conditions*. By accordance of these *Terms and Conditions* the student/staff member also declares to have been handed the *Tenants' Manual* and agrees with the contents thereof.