A - CANCELLATION POLICY

The down payment fee of CHF 300.- will be charged to make your booking binding.

- In case of contract cancellation or missed payment, it will not be refunded in any case.
- The down payment is part of the total amount due.

Cancellation up to 2 weeks before the start of the rental period:

- No rental fee will be refunded, EXCEPT if a visa has not been issued but applied on time!!

Cancellation less than 2 weeks before the start of the rental period or during term of the rental contract:

- No rental fee will be refunded.

Cancellation due to early departure due to several reasons

- No rental fee will be refunded.

Replacement guests in the event of cancellation or early departure etc.

- You have the option of bringing a replacement tenant who will take over the terms of the contract and pay the fees before the start of the lease.
- Conditions are; limited earnings, HSLU student (Exceptions can be considered).
  We check if all criteria are met.
- To cover our extra administration costs, we charge you CHF 300.-
  Only after confirming by housing and if the new tenant has paid, you are released from the contract and the refund can take place.
  We can only support you if we still have corresponding open requests.

Cancellation of a reservation by the university

- HSLU Housing reserves the right to cancel a new booking at any time if certain criteria are not met, if incorrect or inconsistent information and documents were provided, if availability has changed internally, or if technical double bookings etc. have occurred.
  In this case, the paid down payment will be fully refunded.

- We would like to remind you that the student rooms are intended for students of HSLU with low income. If you work besides your study and your income is more than CHF 28`000.- per year, you must inform the administration. If the tenant fails to notify the housing office of changes in income or employment and/or of deregistration from the HSLU student registry, and/or fails to fully comply with immigration regulations, the lease will be terminated with one month’s notice.

Immediate termination with two weeks' notice may take effect if

- house rules in general are not followed.
- repeated warnings are ignored (any situation)
- your behavior jeopardizes the safety of the residence or the living community.
- you do not comply with the general guidelines regarding kitchen hygiene, cleaning, and dishwashing, or the guidelines for the use of common areas and bathrooms, and you do not participate in waste disposal duties.