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.

B - RENTAL CONDITIONS & HOUSE RULES

GENERAL - B1

- The rental conditions and house rules are an integral part of the room booking confirmation (rental contract). Disregard entitles HSLU housing after an unsuccessful reminder to dissolution of the rental contract.
- The rental object serves exclusively as living and learning area.
- HSLU housing provides accommodation for students to cost, as low as possible. We appreciate it if you take good care of the accommodation, the utensils and furniture provided and treat your colleagues always with respect by following the rules & conditions.
- Tenants are liable for any damage caused by them or their guests and are responsible for their own personal belongings.
- In the event of conflicts within the shared living community, HSLU Housing reserves the right to call short-notice meetings to discuss the situation with everyone. Attendance at such a meeting is mandatory. Failure to attend will result in a charge of CHF 50.00
- HSLU housing does not provide any parking spaces.

ASSIGNMENT OF A RENTAL OBJECT - B2

- The Lucerne University of Applied Sciences and Arts provides limited rooms for students. The demand is greater than the supply. First and foremost, new arrivals are prioritized, as it is almost impossible for many students, especially those of international origin, to find accommodation before their arrival. All rental contracts have a fixed duration and end automatically at the written end date in your contract. Therefore, please note that the accommodation offer will end on the specified date, and you should look for an alternative **early**.
- The tenant is obliged to inform housing within 30 days of the removal from the register of students HSLU.
- Any changes regarding income and employment must be reported immediately, particularly if your income exceeds CHF 28`000/year.
- The tenant is obliged to register him/herself at the Municipal Office within 10 days. When leaving, the tenant must give notice of his/her departure. Unregistered users may result in immediate termination.

HANDOVER RENTAL OBJECT - B3

- The room is ready from the first day of the agreed rental period.
- Handover dates and times will be proposed by email by the property management.
- If the beginning of the rental period falls on a Saturday, Sunday or local holiday, the handover shall be fulfilled on the following working day during office hours.
- The tenant is obligated to show up in person for the handover.
- If you arrive at your accommodation or in the city in general before the start of your rental period as specified in the contract, you will need to find alternative accommodation (such as a hotel or guesthouse). We cannot make the rooms available before the start of the rental period.
- If you arrive at the location on your date of rent start or some days later and it is outside office hours, the key will be deposited in the key box in front of the entrance. Information about where and the codes will be provided by mail.

  This is also the practice when we don't have the resources to handle all transfers in person. In both cases, the tenant still must book an appointment for the handover in person.

- A protocol regarding the condition of the rental object, including an inventory list, shall be compiled and deposited with HSLU or the property management.

FURNISHED ROOM & APARTMENT – B4

- The apartments are provided in a furnished state with basic utensils in kitchen.
- The rooms are provided in a furnished state as described in the contract.
- All items are property of HSLU housing.
- If you bring further own items, (extra furniture, skis, etc.) they all must be taken away when you leave. It is prohibited to leave such items in your room, apartment or any other place in the building. Any disposal- and stuff costs of left stuff will be charged to you.
- Failure to follow the house rules and any resulting costs will be charged to you.

RENT, ANCILLARY EXPENSES AND DEPOSIT – B5

- The semester rent is due before moving in. If an agreement has been made between the tenant and HSLU housing that the semester rate may be paid in two or three instalments, the instalments must be paid on schedule.
- Bank charges for payments from abroad are at the expense of the tenant. Any differences will be deducted from your deposit.
- Based on Swiss Law, Art. 257d OR the contract will be terminated in case of default. (late paying, outstanding payments etc.)
- Ancillary general costs of the apartment are included in the rent on a flat-rate basis and can be adjusted by HSLU only in the new semester, not during the term of the contract.

  They include the following:
  heating, warm- and cold-water incl. basic charge, maintenance, care of surroundings, stairs, lift (if available) electricity incl. basic charges, operational fees ARA/KVA/canalization incl. basic charges, internet.
- Not included are usually the fees for radio and television to Serafe. This is a national fee, which will be automatically charged to everyone living in Switzerland. Therefore, the concession is to be paid by each resident/flat. (www.serafe.ch). Sharing costs between all residents must be organized by themselves. (non-binding reference: around CHF 335.- per household per year). However, for most properties, we were able to agree on a standard fee that will not be charged to you separately.
- In some places of residence, (currently only known from the municipality of Rotkreuz) a mandatory substitute fire department levy is also charged. This also affects all residents in the town. (non-binding reference: around CHF 100.- per person per year. No reduction if living less than 1 year)
- A security deposit will be claimed from the tenant and is due according to the tenant agreement. The following amounts will be deducted from the deposit and are non-refundable:
  - CHF 200.- will be deducted from the security deposit to cover final cleaning and maintenance.
  - CHF 200.- will be kept for administration, check in/check out.
  - Any unusual wear and tear or damage to the furnishings or the room will be recorded in the report, charged for and deducted from the security deposit.
  - The costs and charges for the disposal of items left behind and waste will be deducted from the deposit.

  Remaining amount will be refunded after your stay if your room and all items are not damaged and all your fees are fully paid, including bank charges. Please note that the refund may take a few weeks, depending on the number of departures.

- The room prices are calculated without any profit, so therefore, no rent reduction of any kind can be demanded. (For ex. due to work which must be done inside or outside or replacement of devices with longer delivery times, noise, Wi-Fi problems, etc.)

HOUSE RULES GENERAL – B6

- All tenants are obliged to be tolerant and respectful in order that all residents can live together peacefully.

- It is recommended to conclude a private third-party liability insurance in case you damage anything of a third party, including HSLU housing.

- The tenant is obliged to inform HSLU housing immediately about all damage to the rental object, especially any mold. In the event of omission (being away for a longer time), the tenant is liable for any extension of the damage.

- The tenant is liable for damages to the rented object. For damages in the common rooms, all tenants of the apartment involved are jointly liable, if the person causing the damage cannot be determined.

- Internal room swaps are strictly prohibited. Tenants must reside in the room they are renting, according to the rental contract.

- Any room change request due to certain circumstances can be considered. If a change is possible, an extra administration fee of CHF 200.- will be charged extra.

- Private washing machines, refrigerators, freezers, air conditioning are neither to be installed nor connected to the electricity and/or waterline.

- Consumable materials such as lamps and bulbs, fuses etc. must be replaced by the tenant at his/her own expense.

- Necessary work, which cannot be postponed for the preservation of the property, is tolerated by the tenant at any time and does not entitle you to any rent reduction.

- No substantial alterations shall be made to the rental object without the explicit permission of HSLU housing authority.

- HSLU housing and housekeeping HSLU has the right to carry out a weekly inspection of the general premises to ensure that the maintenance is guaranteed and that the house rules are respected. Furthermore, all tenants agree that the cleaning staff is authorized to enter the premises at any time for maintenance purposes. (general aeras, kitchen, bath, laundry room)

- Inspections of your private room are to be announced in advance except in particularly urgent cases, e.g. to prevent subsequent damage or to ensure operational safety.

HOUSE RULES DURING YOUR STAY - OBLIGATIONS & PROHIBITIONS – B6

- The tenant is obliged to use the rental object with all the necessary care, to keep it clean and to avoid damaging it in any way. Tenants in the location Dreilinden must clean shower and toilet regularly themselves. Any damage or blocked drains due to improper maintenance will be charged.

- If the tenant is away for more than 10 days (e.g., on vacation), the tenant is responsible for ensuring that someone ventilates the room regularly. Any damage resulting from the tenant's absence, such as mold, will be the tenant's responsibility and any renovation costs will be charged.

- The tenant will be charged for the cost of plumbing or other external repairs if these are caused by your own negligence or failure to follow house rules or gross negligence.
  For example, disposing of sanitary pads in toilet, pour food scraps and oil down the sink etc.

- The main door must be always locked. It is the responsibility of the tenants to lock the doors.

- In Switzerland, quiet hours are in effect from 10 p.m. to 7 a.m. This means that during this time, neither parties nor loud conversations or music are permitted, either indoors or outdoors. Any costs due to intervention of police will be invoiced to the tenant.

- All residents are equally responsible for keeping the common areas such as the hallway, kitchen, bathroom, terrace, etc. clean. The community organizes itself for this.

- Generally, if the building/apartment is not kept clean enough and warnings are not heeded, costs of the company who carries out cleaning will be at the expense of the flat sharing community.

- The waste bags must be disposed of into the designated containers outside the building. Bags are at your charge.

- Separation of waste (plastic, pet-bottles, paper, aluminum, glass, carton etc.) as well as green waste (vegetables, fruits) is to be organized and disposed of to specific places. This also applies to disposal of waste, cardboard, glass, pet, etc.
  The community organizes itself for this on a weekly basis.

- Each tenant is responsible for always keeping their belongings in the fridge and freezer clean. Spoiled food must be disposed of.

- Pans, dishes and cutlery must be cleaned and stored after each use.

- The dishwasher must be emptied regularly.

- Fridge, freezer, oven and microwave must be cleaned regularly by all tenants.

- Dishcloths and drying towels must be washed or replaced regularly.

- After each shower, remove any hair from the drain.

- After each use of the bathroom, the toilet and shower must be cleaned so that the next user finds a clean, hygienic bathroom.

- Leaving personal items in common areas is not allowed, use therefore your room.

- If a resident refuses or does not comply with the requirements, HSLU housing can take further steps and charge the community for any work to be done.

- VENTILATION: all areas of the apartment and your private room must be ventilated daily. Make sure, after shower, you do not close the door!!

- As a tenant, you are required to use the bed linen to protect pillow, mattress and blanket and wash them regularly.

- Missing or damaged items must be replaced by the tenant, otherwise it will be charged to you. This also includes pillow, blanket, bedlinen etc. which were not washed regularly by you during your stay.

- Lost keys are replaced at the expense of the tenant. Please note that if we have to replace any lost keys, depending on the property, several locks may need to be replaced, which can lead to high costs of several hundred CHF.

- Residents must provide their own general household supplies (toilet paper, dish soap, etc.)

PROHIBITIONS – B7

- No pets of any kind are allowed to keep.
- No bicycles are allowed to store in the apartment. They must be stowed in the appropriate section outside the building or in the garage, if available.
- No smoking in rooms, apartments, balcony, terraces or any other part of the building.
- No use of rice cooker, electric kettle for water boiling, Coffee maker, space heater, air conditioner, air fryer etc. in the room.
- Due to fire regulation rules, it is not allowed to deposit any objects in the stairways.
- No Barbeque on terrace or roof top. Go to designated outdoor areas.
- If you bring further own items, (extra furniture, skis, barbeque etc.) they all must be moved out when you leave. It is prohibited to leave such items in your room, apartment or any other place in the building.
- The tenant is **not allowed to sub-lease the rental object!**
- Subletting the room on www.airbnb.ch or similar websites is strictly prohibited. In the event of violation, the tenancy shall be terminated with immediate effect and compensation claimed.
- It is **not allowed to put up guests such as friends or family.** Only on request to Housing, max 2 overnights in total can be allowed and will be charged extra with CHF 30.00/night.

RETURN OF THE RENTAL OBJECT – B8

1. Inform your property management about leaving date and arrange an appointment.
2. clean the room with a broom.
3. Take off your bed sheets and leave them on the floor.
4. Leave the room tidy up when you vacate it.
5. Take all your belongings from your room with you or dispose it early in time.
   Do not leave any brought furniture or any other stuff there.
6. Take all your stuff and food from the kitchen or dispose it! Check fridge and freezer, take everything out of it and dispose it.
7. Do not leave any personal stuff in the general aera such as wardrobe, entrée, terrace etc.
8. You are required to notify us of any damage before you leave. Damage and the disposal of items left behind will be charged in full to the occupants vacating the residence.
9. The written inventory from the date when you arrived (including a receipt for the key) will be checked and countersigned.
10. The amount of the deposit can only be refunded if you have sent your bank account details to the property management solvia-immobilien.