



TERMS & CONDITIONS:

Before entering into a lease agreement with Woonstichting Lieven de Key (hereafter "De Key") you (hereafter "the tenant") have to accept the following terms & conditions and house rules.

Please read carefully and accept at the bottom of this page.

Article 1: Booking a room via our reservation website.

- You have chosen an accommodation. The accommodation will be reserved for 30 minutes. You will have to finish your payment on the website within these 30 minutes. If you don't pay within 30 minutes, the room will not be blocked anymore and you need to restart the booking process.
- All photos and floor-plans as shown on our website are just an impression of what the accommodation and the facilities look like. No rights can be derived from these photos and floor-plans.
- When you want to live next to a friend, you will have to book together at the same time. De Key cannot accommodate this for you

Article 2: Advance payments:

When you book a room via our website, you will be asked to pay:

1. Deposit. (the amount is equal to one month rent)
2. Your first rent payment (room the first rent payment may vary depending on the starting day of the tenancy agreement.)
3. Administration fee.

When the university or (summer)school is paying for your rent, De Key has been notified in advance by the university/school. The payment will be automatically waived during the reservation process.

2.1 Deposit refund.

The deposit will be refunded within 90 days after the end of your tenancy agreement. The deposit will be refunded to the same credit card you paid it with. Please make sure to use a credit card with an expiration date that allows this. This means the credit card should be valid until the last day of your stay plus 90 days.

Article 3: Arrival and final start of the tenancy agreement.

3.1 Upon arrival in Amsterdam proper identification is required to actually start the tenancy agreement. (passport or European ID card). If you don't provide De Key with proper identification no tenancy agreement will come into force.

3.2 Room keys will only be handed out to the tenant in person. (PLEASE NOTE: we do not hand out room keys to someone else such as a friend or a school representative)

Article 4: House rules violation.

De Key is entitled at all times, without any notice of termination being required, to terminate the tenancy agreement with the contracting party and to deny the resident access to our accommodations if the resident or someone accompanying the resident violates the house rules or acts in such a way that the order, peace and quietness or normal operation of our housing could be jeopardised. The residents and anyone accompanying the resident must leave the room upon request. De Key is not obliged to provide reasons for our request. Residents are entirely responsible for the conduct and behaviour of the people they bring into the room and will be liable for any damages or costs the person accompanying the resident incurs.

De Key is entitled to discontinue or cease offering our services if the resident or someone accompanying the resident fails to conduct themselves in accordance with the standards that are customary for our housing. In that case, the Resident and those accompanying the Resident must leave the premises upon request.

Article 5: Cancellations.

Your booking can only be cancelled by contacting your faculty or university. They have to approve a booking cancellation. Other forms of cancellations are invalid.

This is the cancellation policy:

NOTIFICATION DAY:

- More than 30 days before starting date tenancy: deposit and rent refunded. (administration fee not refunded)
- 15 to 30 days before starting date tenancy: only deposit refunded.
- 0 to 15 days before starting date tenancy: 50% of deposit refunded.
- When cancelled after starting date tenancy: no refund.

No show: please note when you do not check in within 21 days after the starting date of the tenancy your booking expires.



Your tenancy agreement expires completely when you do not check in within 21 days after the start of the tenancy agreement.

Article 6: Found Property

After check-out, any personal belongings left in accommodation will not be kept and will be considered as leftover unwanted items which you abandoned and which you do not longer own.

Article 7. Rent arrears

Tenant shall be held to pay the price agreed upon monthly prior to the month concerned. If tenant fails to fulfil his payment obligation in time, lessor shall be entitled to charge the costs brought about by that as well as the default interest to tenant. When any rent arrears or other cost apply after the ending date of the tenancy agreement, the tenant allows the lessor to charges these costs to the tenant's credit.

Article 8. Check in.

Tenant can collect the key to the house between 15:00 and 17:00 on the first day of the rental period. If this day is not a business day, the tenant can receive the key on the first working day between 15.00 and 17.00. Tenant must collect the key personally and show official ID upon arrival. Keys are not handed out before the first day of the rental period. After check in the tenant needs to follow the check in steps as stated on our website. These steps include: room inventory check and city hall registration (registration is obligatory when you stay 4 month or longer) UvA-HvA student have special check in days at the beginning of the semester, see our website for more information.

Article 9. Duty of care for the tenant

As tenant, you're responsible for:

- looking after your home by using it in a 'tenant like' way,
- telling De Key (your landlord) about the repairs that are needed,
- providing access to have any repair work done, and
- having a duty of care to your visitors.

Tenant must use their home and all facilities in a tenant-like way, this means:

- keeping your home reasonably clean
- not causing any damage to the property and making sure your visitors don't cause any damage
- using any fixtures and fittings properly, for example, not blocking a toilet by flushing something unsuitable down it.
- The house rules must be respected.

Article 10. Check out.

Tenant must vacate the house on the last day of the rental period before 11 AM. Tenant is required to follow all check out instructions as published on our website.

Article 11: Change of Policy

It is a condition of the De Key that residents comply with all Terms and Conditions and House Rules. Whilst every effort has been made to provide residents with the most complete and accurate information available, De Key Short Stay reserves the right to change, modify or remove any policy or procedure contained within this Agreement with or without notice.

HOUSE RULES

Article 1: Noise & consideration of others

- Comfortable dorm living requires common sense, sensitivity and consideration of others.
- Silence must be observed between 22:00 and 08:00. Please bear in mind that tenants or neighbours may be disturbed by loud music or other noise. Loud noise is not allowed after 22:00.
- Due to the fire department and noise regulations, it is prohibited to have parties, either in your own room or in common rooms without the permission of the RA/Caretaker.

Article 2: Smoking

Smoking is strictly forbidden in the communal areas, in all shared rooms and in all or smoke free accommodation. These are the somefree accommodations; Alle rooms at Maasluisstraat, Vlaardingenlaan & Plantage Muidergracht 20.

Smoking in private rooms is permitted, but damages or excessive smell upon check out may lead to extra cleaning or painting cost.



Article 3: Fire Safety

3.1 Emergency routes and exits should remain clear at all times. Anyone who blocks the stairways and exit points will immediately receive an Official Warning and will also receive a financial charge. Use of Emergency Exit doors is strictly prohibited in non-emergency situations. It is not allowed to store any personal items or belongings in the stairways or corridors.

3.2 The corridors serve as escape routes, so blocking them will be dangerous in case of fire. There must be a totally clear passage at all times. Therefore any bikes, furniture or other objects found in the hallways will be removed at your cost without further notice.

3.3 Fire alarm.

Tenant is responsible for the costs of fire alarms set off by candles, illegal smoking or manipulation of smoke detectors wilfully manipulated by a person. Manipulating or obstructing a smoke detector will lead to immediate termination of contract. We consider you to have wilfully terminated your contract in this circumstance, in which case, the cancellation policy will be applicable.

Article 4: Fire regulations

- Familiarise yourself with the nearest exit and emergency exit. Locate the extinguishers, fire alarms and phones. Emergency fire doors and exits should not be blocked on either side by furniture or other obstructions. Occupants are not allowed to place objects on outside windowsills, ledges or fire escapes.
In case of a fire, call 112.
- Never use the elevators in the event of a fire!
If there is smoke, stay low to the ground and use the walls to find your way out.
- The fire alarm, fire extinguishers and emergency exits are only to be used in case of an emergency. Misuse or abuse will be fined and reported to the police.

Article 5: Illegal substances, drugs & weapons.

Bringing illegal substances, drugs and weapons into the building is strictly forbidden and will lead to immediate dismissal and notification of the proper authorities.

Article 6: Lost or damaged room key(s)

During office hours:

If you have lost or damaged a key, you can come to our office at the Hoogte Kadijk 179 to pick up a new key. The cost of a new key can run up to € 55,00 per key or even more if the lock needs to be replaced as well.

Outside office hours:

If you lose your keys outside office hours, ask friends if you can stay with them until the office of De Key is open again. Try to avoid calling a locksmith, since you will have to pay for all cost.

A locksmith will probably put in a new lock, one that does not match the lock system De Key uses. You will be charged by the locksmith and by De Key. De Key charges for putting back a lock that corresponds with the original lock system. Do not leave keys in hiding places or and do not record your address on your key ring.

Article 7: Changes to room and room interior.

- It is forbidden to apply nails, screws, etc. in walls, floors and ceilings.
- It's also not allowed to move the fixed furniture in the room. Furniture may not be moved from one room to another. All fittings in the room and in other spaces are to remain in place.
- It is prohibited to put any extra furnishings coming from the street in your room or anywhere else in the building, due to the risk of household pests such as mice, bugs and cockroaches.
- Potential fire hazards, such as electrical appliances, are not allowed in your room. These also include ovens, refrigerators, rice cookers, electric radiators, etc. We do allow a radio or music player, TV, computer and shaver, providing the electric cords stay within the room.

Article 8: Kitchens



- Do not leave food unattended while cooking and make sure that the appliances are turned off again when you leave the kitchen.
- Please keep the kitchen clean and hygienic. Food should be kept in sealed containers marked with your name. Respect other people's property and do not use someone else's food or kitchen utensils without their permission.
- Please do not throw grease, oil or leftovers down the kitchen sink or toilet. This will obstruct the drainage. Any costs for unblocking the drains as a result of this will be at the resident's expense.

Article 9: Upon arrival in your room: what to do?

9.1 Check your inventory.

Please check the inventory in your room. Go to [our website for the inventory list](#). Make sure you inform the Caretaker of any missing or damaged items by filling out the form within two weeks after your arrival.

9.2 City Hall registration.

When you stay in Amsterdam or Diemen for longer than 4 months, you are obliged (by Dutch law) to register yourself at the City Hall. This needs to be done within 30 days after arrival. Please visit [our website](#) for more information.

Article 10: Caretaker

The caretaker takes care of the building on behalf of De Key. You can contact him or her for problems/questions concerning cleaning, repairs, disturbance and the checking out appointment. For contact information [visit our website](#).

Article 11: Residence Assistants

A Residence Assistant (RA) is a Dutch student living amongst Short Stay residents. An RA will help you to make you feel at home. The RA can assist you if you have technical or social problems. You may find RA's at these locations: Plantage Muidergracht 20/125, Prins Hendrikkade, Prinsengracht, Grote Bickersstraat/Bickerswerf, Sarphatistraat, Funenpark and Fraijlemaborg.

Article 12: Rooms/apartments

- If you find it necessary during the year to have repairs made to your room or common areas, please visit [our website](#) and go to the *Repairs and maintenance* section.
- For safety and hygienically reasons the caretaker and the residence assistant reserves the right to inspect your room at any time during your stay.
- Although we want you to feel at home in your room, no painting or decorating of a permanent nature is permitted in the rooms. It is not allowed to use tape or other adhesives that leave permanent marks on painted walls. Residents will be held liable and fined for all damage done to rooms or furniture and for all other acts that damage or deface the premises. See article 7 Terms & Conditions.

Article 13: Any form of subletting is forbidden.

It is strictly forbidden to sublet the leased accommodation (which includes subletting via AirBnB, couch surfing or any other form of paid housing) and will be fined with 75 Euro per day for as long as the subletting takes place. It will also be a reason for immediate termination of the tenancy contract.

If you suspect illegal tenancy on the premises, we urge you to report this to De Key.

Article 14: Visitors

- Visitors are allowed to stay with you for up to one week, as long as you inform De Key in advance about the expected arrival and departure dates and the number of guests (max 2). If you share a room, you must provide us with written permission from your roommate.
- Repetitive stays by the same person are not allowed.
- Visitors must sleep in your own room, it is not allowed to sleep any of in the common areas.
- Children (< 18 years) and babies are not allowed in any of our facilities.
- Summerschool tenants are not allowed to have any visitors stay over in the room nor the adjacent facilities

You will have to provide your own mattress for a visitor.

Article 15: Renting a shared room with us.



Please bear in mind that you might not have the same habits as your roommate. If you respect each other you will find that having a roommate can be really fun. All our shared rooms are non smoking rooms.

Article 16: Stolen property & personal insurance

In the event of theft inform the police about your stolen property. Also inform your RA and Caretaker immediately. De Key is not responsible for lost, stolen or damaged property, therefore we urge you to arrange personal insurance. We also recommend to follow normal safety standards and keep your doors and windows locked at all times.

Article 17: Safety in around your room.

For your own safety, keep all windows doors need to be closed at all times. Especially when you live on the ground floor! Never allow somebody you don't know to enter the building or your own room. Double lock your room door at all times.

Article 18: Roof.

It is not permitted to use the roof, unless it is part of the emergency plan.

Article 19: Garbage.

Garbage is to be deposited in the containers or outside on the pavement on the allocated days. Please [visit this City of Amsterdam website](#) to find out all about garbage pick up and garbage recycling.

Article 20: Cleaning

- All our rooms have been cleaned before check in. When you book a shared room the cleanliness of your room could vary due to the roommate.
- Residents are responsible for the cleaning of their room during their stay and upon departure. For more information regarding cleaning visit our website.
- Residents are jointly responsible for cleaning the communal kitchens, rooms, showers and toilets. Failure to do so will result in De Key hiring a professional cleaning company and recovering the costs from all the residents in the unit.
- The furniture in the common areas is to remain there and personal belongings should be removed when you leave a common area.

Article 21: Pets

Pets are not allowed. (this applies for all kinds of animals)

Article 22: Responsibility

- De Key is not responsible for damage to or theft of personal property. This includes any property in the Kitchens, stored luggage and delivered packages.
- De Key does not accept any form of vandalism in our property. Anybody found to vandalize the property of De Key will be charged an initial fine of €100 + labour and replacement costs.
- Depending on the severity of the vandalism, it may be left to the discretion of the caretaker or RA on how to proceed.
- Any accidental damage caused could be handled without any charge if residents are upfront and honest about what happened.
- De Key is also not responsible for any damages to electronic equipment caused by voltages spikes or any other cause.
- We urge you to use a surge protector for all electronic equipment.

Article 23: Joint liability

Tenants who share common areas such as kitchens, bathrooms, hallways or other parts of the building have joint liability. Also tenants who share a room have a joint liability. Each tenant is liable for the full amount of the obligations as stated in these house rules. For example when tenants refuse to clean the common areas despite a request by De Key, the cost of cleaning by a third party will be charged to all tenants who use the facilities.

Article 24 Respect to staff and residents



Please ensure that you respect all members of staff and your fellow residents. De Key offers a safe and friendly environment where everybody should be treated with the same level of respect. De Key has a zero tolerance approach to intimidation or violence to any of its residents or staff.

Article 25 Laundry facilities.

Washing and drying facilities are available on most premises.

Article 26: Internet

Most of our rooms have a wired internet connection. We do not offer WIFI, the tenant can install this him/herself. The internet connection will be disconnected immediately if we suspect illegal activities, a virus or misuse. Setting up your laptop, PC, router or modem to function as a server is strictly forbidden. This will cause other users to connect to your server instead of ours. Any disruptions or costs as a result of this will be at your expense and you will be fined a sum of €250.

Article 27: Post - Mail

Please check your mailbox regularly. Any post addressed to previous tenants can be returned to the sender by writing 'retour afzender' on the envelope and depositing it in a post-box on the street. If a package is too large for your mailbox and you are not at home, the postman will leave a note for you to pick it up at the post office or at a neighbour.

Article 28: No storage in common areas your room.

It is not allowed to store or place any items outside your room. De Key can remove all items from common areas at all times without further notice. These items will not be saved for later pick up. The only exception here are the kitchen cupboards.

Article 29. Cleaning out all common area at the end of the academic year.

Each year De key will empty out the common areas (including the bike storage) between August 1 and 15*. All items that do not belong to the building inventory will be taken away and trashed. Tenants who stay for the next semester must label all there items clearly with the following text: DO NOT REMOVE + YOUR NAME + YOUR ROOMNUMBER. This includes the kitchen items and your bike.

Article 30: Children and babies are not allowed in any of our facilities.

Article 31: Departure

At the end of your stay you need to follow the check out guidelines and instructions correctly. When doing so, we will refund the deposit within 90 days after the ending date of your tenancy agreement. Please visit [our website](#) for detailed information about these guidelines.

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