

## **General conditions of the IIK accommodation service (version valid from November 2007)**

1. Accommodations are reserved only if an attestation for full payment (100% of the accommodation fee) is presented. If the participant cancels the accommodation at the latest 2 weeks before the start of class (by incoming mail) the complete amount is refunded, deducting bank charges and an administration charge in the amount of 50€. Cancellation has to be made in written form. In case of any later cancellation the full lodging fee is due.
2. The IIK Düsseldorf arranges accommodations in conjunction with booked language classes or further educations only. That means that you can book accommodation only for the period of time in which you have booked a language class / further education.
3. Additional services like e.g. meals or pick up service are not included in the basic accommodation fee. These additional services are not available with all accommodations.
4. Accommodations are guaranteed only from Sunday before the start of class to Saturday after the end of class. If you arrive earlier or stay longer you have to arrange quarters up to Sunday resp. from Saturday on yourself. On request we can place list of private providers of accommodation offers at your disposal.
5. As soon as we have sent you your accommodation address and directions to your quarters please contact your guest family or landlord.
6. Please directly inform your landlord resp. your guest family about details (flight number, date and time of arrival) of your arrival in Düsseldorf and send a copy of this information to the IIK Düsseldorf at the latest 2 weeks before the start of class. In the case of short term changes of your travel plans please directly inform your landlord resp. your guest family.
7. Please conclude sufficient health insurance for your stay in Düsseldorf. For emergencies we recommend to keep a copy of this insurance at a safe place and to inform your guest family where you keep this document.
8. We also recommend concluding private liability insurance, for the guest family's insurance doesn't cover damages you are responsible for or damages to your personal valuables.
9. Please do not keep unprotected money or valuables in your room. It is preferable to ask your guest family to help you open a bank account during the first week of your stay.
10. If you should damage your guest family's house or their belongings, you are liable for the damages and have to bear possible costs of repair or replacement.
11. If you should suffer damages and your landlord or guest family is to be blamed the IIK assumes no liability.
12. With your accommodation your landlord places your own room, a bed, bedclothes (pillow, blanket and duvet cover), a table and a chair at your disposal. Further furnishings (e.g. TV sets, internet connection...) depend on the features of the accommodation in question and do not belong to the standard.
13. For the time of your stay your landlord resp. your guest family places a key for your accommodation at your disposal. You have to return this key by all means before your departure.
14. You are expected to follow your landlord's or guest family's house rules and to work out a number of rules acceptable for both sides with your landlord resp. guest family, if necessary. These rules could e.g. regulate how often and how long you can take home visitors. Since

there is often uncertainty in this regard a clear arrangement can help to avoid possible problems.

15. You are expected to inform your guest family about excursions or overnight stays out of your accommodation. Even if your guest family doesn't behave as parents they will be worried if you don't come home in the evening.
16. Cooking after 10 PM is unusual with guest families. Please plan your cooking times accordingly.
17. Washing machines are no standard with the accommodations. It is possible to wash your laundry with most (but not all) guest families, and some guest families do charge a small fee for this (e.g. 2-3 Euro per use). In students' halls of residence there are coin washing machines available. On demand you can receive a list of laundrettes in Düsseldorf.
18. Out of consideration for neighbours and cohabitants you do not usually shower in Germany between 10 pm and 7 am. Since meanwhile high water consumption is expensive in Germany, too, we ask you to keep showering times short.
19. If you leave your accommodation take care to turn out electricity, heating and water.
20. Please keep your room and your bedclothes clean. If your accommodation has its own kitchen or cooking space or its own bathroom, please keep it clean, too. You will receive cleansers and cleaning utensils you can use from your guest family.
21. Smoking isn't permitted in most accommodations. Please ask your landlord resp. your guest family where smoking is permitted (e.g. balcony, terrace...)
22. International calls with your landlord's resp. guest family's phone are not permitted without their consent. Please buy a cheaper phone card for international calls available in many shops in Düsseldorf.
23. All students of the IIK have access to free internet and computer use in the computer rooms of the University. A computer and internet connection isn't standard with the guest families. If such possibilities exist in your accommodation, please ask for your host's or landlord's permission to use them. Fees for use and installation of such services have to be paid extra.
24. If there is a problem during your stay with a guest family, you should immediately talk to your guest family and try to achieve a solution together. If necessary the team of the IIK can assist you. If a solution acceptable for both sides can't be found a change of accommodation can be made possible out of the stated periods.
25. You are obliged to inform the IIK Düsseldorf at the latest 2 weeks before the start of the next class if you want to live with your guest family during the next class period or if you are in need of new accommodation.
26. The IIK Düsseldorf reserves the right to assign new accommodations to the student without stating reasons and without keeping to deadlines. If living together of guest and guest family doesn't work out for whatever reasons or if the IIK gains knowledge of problems in the guest family (including inappropriate behaviour of the guest family or the student), new accommodations are assigned to the student.