

**General conditions for the IIK accommodation service**  
**in Düsseldorf**  
**(Status: Januar 2024)**

*This translation into English is for information purposes. Only the original German text has legal authority.*

**1. General conditions**

- 1.0 By renting accommodation provided by the Institut für internationale Kommunikation (IIK), you accept both the general conditions (pp. 1-3) and the conditions during your stay (pp. 3-5). You have a contract with IIK and not with the accommodation provider, therefore all arrangements must be made with IIK accommodation management. Any breach of these conditions may result in a warning and/or the withholding of the deposit and possibly termination of the accommodation (without notice). Please read these terms and conditions very carefully!
- 1.1 **BOOKING:** Accommodation services can be booked up to 24 calendar days before the start of the course (12:00 noon German time) at the latest, the fees must be paid in full by then. If payment has not been made in full by then, there is no entitlement to a reservation. Bookings can only be made in person at the IIK offices. There is no entitlement to the same accommodation in the event of an extension. The IIK reserves the right to assign you new accommodation. Reasons for this may be group bookings, type of accommodation, free upgrades, new or terminated rental contracts or technical reasons. In principle, we try to keep you in the same accommodation during your stay, but this is not always possible for the reasons mentioned.
- 1.2 **CANCELLATION:** Cancellation of accommodation is possible in writing up to 24 calendar days (post/mail received by 12:00 noon, German time!) before the start of the event. The participant will then be refunded the full amount paid less bank and credit card charges. Cancellation must be made in writing. In the event of a later withdrawal, the full accommodation fee is due.
- 1.3 **UPGRADE:** In some cases, our participants receive a free upgrade (downgrades are excluded), e.g. double room booked/single room occupied, or shared room booked/single apartment occupied. The reasons for this can be similar to those mentioned in the previous point. An upgrade does not give you the right to stay there in the following month, unless it is agreed with the accommodation department and the difference to the regular price of this category is paid. IIK will always try to fulfill the participant's booking requests, but cannot always guarantee them. In particular, the wish to be accommodated in a host family, a shared flat or in a student residence is subject to availability. It is also not always possible to accommodate several participants in the same accommodation.
- 1.4 **ARRIVAL:** As soon as you receive the accommodation address and the contact details of the landlord from us, please inform us and your landlord on your arrival time. If you do not do this, you may find that the doors are locked when you arrive. You will then have to pay any associated costs, such as hotel costs, yourself. If you arrive at one of the IIK accommodations outside the scheduled arrival times (3 p.m. to 10 p.m., i.e. landing at Düsseldorf Airport after 8.30 p.m. or arriving at Düsseldorf Central Station after 9 p.m.), you will have to find your own accommodation for the first night, for which you will have to pay the costs incurred yourself.
- 1.5 **MOVING IN / MOVING OUT:** The booked accommodation is reserved for you from 3 p.m. one day before the start of the course (intensive German course) and until 8 a.m. one day after the end of the course. If you arrive earlier or depart later, you must organize your own accommodation. You

are only entitled to accommodation during the specified period of your accommodation guarantee. If you do not arrive on the regular move-in day (late) or wish to leave on the regular move-out day (early), you can only do so during our business hours, Monday to Friday between 11 a.m. and 4 p.m., via office S1 at IIK Düsseldorf, Eulerstrasse 50. If you are staying in accommodation with one of our landlords, it is only possible to move in later or move out earlier by arrangement with the landlord. It is not possible to move in or out at weekends, unless it is the regular move-in or move-out date.

- 1.6 EXTERNAL: IIK Düsseldorf only arranges accommodation in connection with booked language courses, further education and training or examinations. An extension of the accommodation booking without a course booking is only possible after consultation. In such cases, a monthly surcharge of €50 will be added to the accommodation fee; the same applies to lettings to external students. Renting without a booked language course is not possible in the period from May to September. A private rental with a host of an IIK accommodation is only possible after termination of a rental contract between the IIK and a host/former participant if the IIK approves this request. Side agreements between former IIK participants and IIK landlords are null and void without the consent of the IIK.
- 1.7 ROOM EXCHANGE: It is forbidden to exchange apartments and rooms without the permission of the IIK. It is also not permitted to make a false occupancy of an accommodation without actually living there. Any changes must be agreed with the accommodation department. Changes of accommodation based on personal preferences are generally not possible. In order to be able to change accommodation, you must provide us with valid, comprehensibly documented reasons that confirm that a change of accommodation is sensible and important. A journey time of up to one hour is normal in a large city and does not constitute a reason.
- 1.8 GENDER: In most accommodation, women and men live separately, but we cannot always guarantee this. If you only wish to stay with the same sex, please inform us in advance when booking your accommodation. This does not constitute a right.
- 1.9 EQUIPMENT: In your accommodation you have a bed, bed linen (pillows, blanket and covers), a table, a chair and a closet at your disposal. Other furnishings (e.g. TV, washing machine) depend on the equipment of the respective accommodation and are not included as standard. If there is a washing machine or dryer, you may have to pay a small fee (approx. €3 per use) to the landlord/landlady. These costs are to be borne by you. If there is no washing machine in your accommodation, please go to a launderette. It is forbidden to use the washing machine at another participant's accommodation or to have other participants do your laundry. Failure to comply with this rule may result in the loss of your accommodation.
- 1.10. ENERGY CONSUMPTION: The rent includes heating, water and electricity (within the scope of normal consumption). We ask you to ensure that you act in an energy-saving manner, as increased energy consumption is at your expense, e.g. turning the heating up to the maximum all the time while leaving the windows open, leaving the lights on day and night, etc. can result in many extra costs that you will have to bear. In such a case, your entire deposit will be retained and offset against the increased consumption.
- 1.11. INTERNET: Internet (Wi-Fi) is available in all our accommodations, but is not always included in the rent. Your landlord/the IIK will inform you of this when handing over the keys. If you have to pay separately for the internet, IIK will refund you this amount on presentation of an invoice. If you live in a student residence during the summer months, it is possible that you will not have Internet access on the day of your arrival, as you will have to register first. In this case, please ensure that you have an internet connection yourself until your connection is activated.

ATTENTION: Illegal downloading or streaming of copyrighted material from the Internet is strictly prohibited in Germany! If you do this anyway, a penalty fee will be charged. The penalty fee must be paid by you. It is at least €500 per download/stream and can amount to several thousand euros.

- 1.12. DEPOSIT: Please note that you must pay the landlord/the IIK a deposit of approx. 200 - 300, in exceptional cases up to 500 € per person in cash on arrival. When you move in, you must sign a handover protocol, which you will discuss with the landlord. You must adhere to this on the day you move out. If at the end of your course you return your room and the communal areas to the landlord/the IIK clean and without defects (in accordance with the handover protocol), with all keys, you will receive the full deposit back; if the room has not been cleaned or if there has been damage to your accommodation, both your own room and the communal areas or property of the landlord/the IIK, which you have caused, the full deposit will be retained and offset against the expected bill. If the invoice is less than your deposit, the remainder will be transferred to an account specified by you; if fees are incurred, these will be charged to you. If the costs exceed the amount of the deposit, you must pay the remaining amount. In the event of damage where the person responsible cannot be clearly identified, all residents of the apartment/flat are jointly liable. In your own interest: Please be sure to check your room and the communal areas for any existing damage when you move in and report this directly to the landlord and the IIK. Document these with photos or video and inform us of them by email within the first 3 days of your arrival in the accommodation (service@iik-duesseldorf.de). We will include these previous damages in the handover protocol and, if possible, send a janitor to you to repair the damage. You will be liable for any damage reported later and for any damage not listed in the handover report, and will be responsible for any repair costs incurred.
- 1.13. DEPOSIT RETURN: At least 5 days before you move out, you must make an appointment with the landlord/the IIK to hand over the keys and deposit. If, through your fault, it is not possible to return the deposit on the day you move out, the subsequent transfer may incur costs (transfer fee, bank charges) which will be charged to you. Therefore, please clarify the return of the deposit with your landlord/the IIK in good time. As there are different deposits depending on the type of accommodation, it is essential that you submit the receipt to us for reimbursement. No refund will be made without the receipt.
- 1.14. KEYS: It is not permitted to copy keys, exchange them with each other or leave them with a roommate. If you lose the key or do not hand it in on time when you move out, you will have to pay the cost of replacing the lock and, if necessary, new keys for the entire residential complex. This can be very expensive for a locking system and can cost several hundred to over €1000. Hence the next point: insure yourself!
- 1.15. INSURANCE: It is advisable to take out private liability insurance, as the landlord's/IK's insurance does not cover damage to the accommodation caused by your own fault or damage to your personal belongings. In the event that you suffer damage through the fault of your landlord, a member of your host family or your flatmates, the IIK is exempt from liability.

Please make sure you have adequate health insurance for your stay in Düsseldorf. You can find our suggestion here: [www.iik.eu/versicherung](http://www.iik.eu/versicherung)

## 2. During the stay

- 2.1 You must respect the house rules of the landlord/the IIK. Individual agreements or rules require consultation with the accommodation management and must be recorded in writing.

- 2.2 Damage in the accommodation: Please inform your landlord/the IIK as soon as possible if something is not working or has broken, especially if, for example, water is leaking somewhere or an electrical appliance no longer works.
- 2.3 The landlord/the IIK has a separate key for the apartment or room. In order to protect your privacy, your room will only be entered by prior arrangement. In urgent cases (e.g. in the event of water damage), the landlord/the IIK may also enter your accommodation without prior agreement; you will be informed of this afterwards. Cosmetic repairs may be carried out at any time by prior arrangement. By moving in, you agree that the landlord may enter the apartment once a month by arrangement to check its condition.
- 2.4 You have rented a single room for one person or a double room for two people under a contract with IIK. For insurance reasons, strangers may not stay in the accommodation without your presence. Excessive visits (more than 3 times a week, more than three additional people in one accommodation) are prohibited, as are parties. Overnight guests, including family members, are not permitted. If you do not adhere to this rule or have guests staying with you for a longer period of time, this may result in a warning or loss of accommodation without notice.
- 2.5 By renting accommodation, you undertake to keep it clean yourself. If you live in a shared flat or with a host family, please arrange regular cleaning of the communal areas with them. In particular, you must regularly remove the garbage yourself. In Germany, waste must always be separated. There is a separate garbage can for each type of waste. An explanation of this is attached to your move-in email. Waste glass and cardboard boxes are disposed of independently in the containers provided by the city, as are old clothes and shoes. You are expected to pay attention to waste separation. If you fail to do so, this constitutes an administrative offense that is punishable by a fine. The amount varies from state to state. The fines range from ten to 50 euros for first-time offenses and up to 5,000 euros for repeat offenses. Landlords pass these costs on directly to the tenants (you).
- 2.6 Smoking, both cigarettes and shisha, is NOT permitted in any IIK accommodation. You may also not smoke at an open window. If you smoke in IIK accommodation without permission, IIK is entitled to terminate your accommodation with immediate effect. This means that you must move out immediately and will not receive a refund of the accommodation fee for the month currently booked. Your deposit will also be retained, without prejudice to any subsequent costs for cleaning the entire accommodation & repainting if necessary due to the smell of smoke.
- 2.7 After registering with the Citizens' Office, you will receive a letter from the public broadcaster. These fees are mandatory and must be paid by you (see appendix GEZ).
- 2.8 It is important to ventilate your entire home regularly. You can find instructions on how to ventilate properly here: <https://www.bmu.de/themen/gesundheit/innenraumlueftung/richtiges-lueften-und-heizen>. You must ventilate sufficiently, especially after showering and cooking. If you do not do this, mold can grow on the walls. In this case, you will have to pay the cost of repainting/replacing the wallpaper yourself. While you are ventilating, please make sure that the heating is turned off.
- 2.9 Please bear in mind that in German apartments there is usually no drain in the bathroom floor. Therefore, please do not leave the bathroom floor under water when showering, for example. If it does happen, please wipe up the water immediately. Otherwise it may run into the ceilings and walls of the apartment below. You are responsible for repairing the water damage.
- 2.10. When leaving the accommodation, please make sure that the water, heating, lights and all electronic devices are turned off and the windows are closed! If you forget to do this, your landlord/the IIK may enter your room without prior notice to do this for you.

2.11. If there are any problems with the landlord or your roommates during your stay, please contact the IIK accommodation department directly and do not wait so that we can find a quick solution together.

By renting accommodation through IIK, you agree to accept these terms and conditions. If you violate these general conditions, a warning may not be required for ending the contract of your accommodation without notice.

The rent already paid will not be refunded and the deposit will be retained in full.

This does not affect all costs incurred as a result of violations of any kind, which must be borne in full by you.

Your IIK Accommodation Management