

# General conditions for the IIK accommodation service

## in Düsseldorf (Status: January 2025)

### 1. GENERAL CONDITIONS

**1.0 GENERAL:** By renting accommodation provided by the Institut für Internationale Kommunikation Deutschland e.V. (IIK-Deutschland e.V.), you accept both the general conditions (points 1 to 1.15) and the conditions during your stay (points 2 to 2.12). You have a contract with IIK-Deutschland e.V. 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 if necessary, cancellation of the accommodation (without notice). **Please read these terms and conditions very carefully!**

**1.1 BOOKING / RENEWAL OF BOOKING / MOVING:** Accommodation services can be booked or extended 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 this time. If payment is not made on time, there is no guarantee of a reservation. The registration of a booking extension for the accommodation can only be made in person at the IIK offices. There is no guarantee of the same accommodation if the booking is extended. IIK reserves the right to allocate you new accommodation. Reasons for this may be group bookings, the type of accommodation, free upgrades, new or terminated rental contracts or technical reasons. We will always endeavour to keep you in the same accommodation during your stay, but this may not always be 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. Cancellation must be made in writing. After we have received the cancellation, the full amount minus bank and credit card fees will be refunded. In the event of a later cancellation, the full amount for the accommodation fee will be charged.

**1.3 UPGRADE / TYPE OF ACCOMMODATION:** In some cases, our participants receive a free upgrade (downgrades are out of the question) if, for example, they have booked a double room but are staying in a single room, or have booked a shared flat room but are staying in a single apartment. The reasons may be similar to those listed in the previous point. An upgrade does not automatically entitle the student to stay in the same accommodation in the following month, unless this has been agreed with the accommodation department and the difference to the regular price of this category has been paid. The IIK always tries to take the wishes of the participants into account, but cannot always guarantee them. Requests for accommodation with a host family, in a shared flat or in a student residence can only be considered if the accommodation is available. Similarly, requests to place several participants together in the same accommodation cannot always be met.

**1.4 ARRIVAL:** Please inform us and the host of your arrival time as soon as you have received the address and contact details for the accommodation. If you fail to do so, you may find that the doors are locked when you arrive. Any associated costs, such as hotel costs, are to be covered by yourself in this case. If you arrive at your IIK accommodation outside the scheduled arrival times (3-10 p.m., i.e. landing at Düsseldorf Airport after 8:30 p.m. or arrival at Düsseldorf Central Station after 9 p.m.), you will have to find your own accommodation for the first night and cover the costs 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 leave later, you must organise alternative accommodation yourself. You are only entitled to accommodation during the aforementioned period of your accommodation guarantee. If you do not arrive on the regular moving-in day (later arrival) or wish to leave earlier than the regular moving-out day (earlier departure), you can only do so during our business hours, Monday through Friday between 11 a.m. and 4 p.m., through the S1 office

of the IIK accommodation management at Eulerstraße 50, Düsseldorf. If you are staying in a host's accommodation, a later move-in or earlier move-out is only possible in consultation with the IIK accommodation management and the host. It is not possible to move in or out at the weekend, unless it is the regular move-in or move-out date.

**1.6 EXTERNAL TENANCY:** The IIK-Deutschland e.V. in Düsseldorf only arranges accommodation in connection with booked language courses, further education or exams. An extension of the accommodation booking without booking a course is only possible after consultation. Renting without a booked language course is not possible from May to September. If a rental contract between the IIK-Deutschland e.V. and the host of IIK accommodation ends, a former course participant can only rent the accommodation privately if the IIK accommodation management gives its consent. Any additional agreements between former IIK participants and IIK hosts are null and void without the consent of the IIK accommodation management.

**1.7 ROOM EXCHANGE / DISTANCE TO THE INSTITUT:** Swapping flats or rooms is not permitted without the permission of the IIK accommodation management. Similarly, a sham occupancy of accommodation in which the accommodation is not actually occupied is not allowed. Please note that any changes must be discussed with the IIK accommodation management. It is generally not possible to change accommodation based on personal preferences. A change of accommodation is only possible if valid reasons, which are comprehensibly documented, are provided that confirm the necessity of such a change. Reasons such as a travel time of up to an hour in a large city are not considered sufficient reasons.

**1.8 GENDER SEGREGATION:** As a rule, women and men are accommodated in separate accommodation, but this cannot always be guaranteed. If you only want to live with the same sex, please inform us in advance when you book your accommodation. However, we would like to point out that this is not a legally binding right.

**1.9 EQUIPMENT / WASHING MACHINE:** Your accommodation will include a bed, bedding (pillow, blanket and sheets), a table, a chair and a wardrobe. Please note that additional furnishings (such as a TV or washing machine) depend on the furnishings of the respective accommodation and are not always standard. If you use a washing machine or dryer, a small fee (about €3 to €5 per use) is due to the host. You are responsible for these costs. If your accommodation does not have a washing machine, we ask you to use a laundry. It is not allowed to use the washing machine of other participants or to wash the laundry of other participants in your own accommodation. Failure to comply with this rule may result in termination of your accommodation.

**1.10. ENERGY CONSUMPTION:** The rental costs include the costs for heating, water and electricity within the scope of normal consumption. We kindly ask you to use energy responsibly. Excessive energy consumption, for example by turning the heating up to the highest level and opening the windows at the same time, can lead to additional costs that you will have to bear. In such a case, your entire deposit will be withheld and offset against the increased consumption.

**1.11. INTERNET / DOWNLOAD:** Internet (Wi-Fi) is available in all accommodation, but is not always included in the rent. If you have to pay separately for internet access at your host's, the IIK will reimburse you for this amount upon presentation of a bill. Please note that during the summer months, students staying in a student residence may be required to register, so that the internet will not be available until the registration process has been completed and cannot be used on the day of arrival. In this case, please make sure that you have an internet connection until the connection has been activated.

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

**1.12. DEPOSIT / HANDOVER PROTOCOL:** Please note that a deposit of €300 or more, in some cases up to €500 per person, is to be paid in cash to the host or the IIK upon arrival. When moving in, a handover protocol is to be signed, the details of which are to be discussed in advance with the host. On the day of moving out, this protocol is binding

and you must adhere to it. If you return your room and the common rooms to the landlord or IIK clean, complete and without defects (in accordance with the handover protocol) and with all keys at the end of the course, the deposit will be refunded to you in full. However, if the room has not been cleaned or if there is any damage to the property (to your room or to the common rooms or property of the landlord or IIK) that you have caused, the entire deposit will be withheld and offset against the expected invoice. In the event of a lower invoice amount than the deposit, the remaining amount will be transferred to an account named by you. Should fees be incurred, these will be borne by you. If the cost amount exceeds the amount of the deposit, the difference is to be paid by you. In the event of damage, the cause of which cannot be clearly determined, all residents of the apartment/flat are jointly liable. In your own interest: Please check your room and the common rooms when you move in for any existing damage and report it directly to your host and the IIK. Please document this with photos or videos and send them to us by email ([unterkunft@iik-deutschland.de](mailto:unterkunft@iik-deutschland.de)) within the first three days of your arrival at the accommodation. We will include these pre-existing damages in the handover protocol and, if possible, send a caretaker to you to repair the damage. You will be responsible for any damage reported later and any damage not listed in the handover protocol, and you will be liable for the repair costs incurred.

**1.13. DEPOSIT RETURN:** At least 5 days before you move out, you must make an appointment with your host to hand over the keys and deposit. If, through your fault, the return of the deposit is not possible on the day of your departure, costs may arise from the subsequent transfer (transfer fee, bank fee), which will be at your expense. Therefore, please clarify the return of the deposit with your host or the IIK accommodation management in good time. Because there are different deposits depending on the type of accommodation, it is essential that you submit the receipt for reimbursement to us. Without the receipt, no repayment will be made until the matter has been clarified. In the case of online transfers, a period of 4 weeks applies; in the case of withholding due to damage, the IIK can withhold the deposit until the matter has been finally clarified.

**1.14. KEYS:** It is not permitted to copy keys, exchange them with each other or leave them with a flatmate. 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:** Insure yourself! It is strongly recommended that you take out private liability insurance, as the host's/IIK'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 host, 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 your stay**

**2.1. HOUSE RULES:** You must follow the host's or IIK's house rules. You will receive these with the information mail about your accommodation when you move in. In particular, we would like to point out that the house rules prohibit the use of deep fryers. These are generally prohibited due to the risk of fire and odour nuisance. Individual agreements or arrangements must be discussed with the accommodation management and recorded in writing.

**2.2 DAMAGE:** Please always inform your host or the IIK as soon as possible if something is not working or is broken, especially if, for example, water is leaking somewhere or an electrical appliance is no longer working. You may be charged for any damage you fail to report when you move out.

**2.3 INSPECTION OF YOUR ACCOMMODATION:** The host/IIK has a separate key for the apartment or room. In order to protect your privacy, they will only enter your room with your prior consent. In urgent cases (e.g. water damage), the hosts / IIK may enter your accommodation without prior consultation, but you will be informed 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 at least once a month by prior arrangement to check its condition.

**2.4 VISITORS:** You have rented a single room for one person or a double room for two persons through a contract with the IIK. For insurance reasons, strangers are not allowed in the accommodation without you being present. Excessive visits (more than three times a week, more than three additional people in one accommodation) are just as prohibited as parties. Overnight guests, including family members, are not allowed. If you do not comply with this rule or accept guests for a longer period of time, this can lead to a warning or the loss of your accommodation without notice.

**2.5 CLEANING/WASTE SEPARATION:** By renting an accommodation, you agree to keep it clean and to clean it at least once a week. The kitchen is to be cleaned after each use. If you live in a shared flat or with a host family, please agree with them on the regular cleaning of the common rooms. In particular, you are responsible for regularly taking out the household waste.

In Germany, waste must always be separated. There is a different bin for each type of waste. You will find an explanation in the email notifying that you have been allocated accommodation. You are responsible for taking glass and cardboard, as well as old clothes and shoes, to the city's designated containers. You are expected to separate your household waste. If you do not do this, it is an administrative offence punishable by a fine. The amount varies in the different federal states. Penalties range from ten to 50 euros for first offences and up to 5,000 euros for repeat offences. Landlords pass these costs directly on to the tenants (you). You will receive instructions on how to do this with the email regarding your move-in to the accommodation.

**2.6. SMOKING:** Smoking, including cigarettes, e-cigarettes and shisha, is not allowed in any IIK accommodation. You are also not allowed to smoke at an open window. If you smoke in the IIK accommodation without permission, IIK is entitled to terminate your accommodation with immediate effect. This means that you have to move out immediately and will not receive a refund of the accommodation fee for the current month. Your deposit will also be withheld, regardless of any follow-up costs for cleaning the entire accommodation and repainting it if necessary due to the smell of smoke.

**2.7. ARD & ZDF broadcasting fee:** After registering at the Citizens' Office, you will receive a letter from the public broadcasting service. These fees are mandatory and you must pay them yourself. You will receive instructions on how to register correctly with the email regarding your move into the accommodation.

**2.8. VENTILATION / HEATING:** It is important to ventilate your entire apartment regularly. You can find instructions on how to ventilate properly here: <https://www.bmuv.de/themen/gesundheit/innenraumluft/richtiges-lueften-und-heizen>. In particular, you must ventilate sufficiently after showering and cooking. If you do not do this, mould may appear on the walls. In this case, you will have to pay for the costs of a new coat of paint/new wallpaper yourself. When you are airing the room, please make sure that the heating is turned off.

**2.9. BATHROOM:** Please bear in mind that, in German flats, there is usually no drain in the bathroom floor. Therefore, please do not submerge the bathroom floor in water, for example when showering. If it does happen, please wipe up the water immediately. Otherwise, it can run into the ceilings and walls of the apartment below. You are responsible for removing the water damage. Ventilate the bathroom sufficiently after each use so that no mould can develop.

**2.10. ENERGY:** When leaving the accommodation, please make sure that the water, light and all electronic devices are turned off and the windows are closed! In winter, make sure that the room stays warm at least 18°C to prevent mould growth. If you forget to do so, your host or the IIK is allowed to enter your room without prior notice to take care of this for you.

**2.11 PROBLEMS IN THE ACCOMMODATION:** If there are any problems with your host or your housemates during your stay, please contact the IIK accommodation department directly so that we can find a quick solution together.

**2.12 FINAL PROVISION:** By renting the accommodation through the IIK, you agree to accept these terms and conditions. Should you violate these terms and conditions, you may be subject to immediate termination without notice. The rent already paid will not be refunded and the deposit will be retained in full. This does not affect all costs that result from violations of any kind and that must be borne by you to the full extent.

**Your IIK accommodation management.**