

HOUSING REGULATIONS

1. GENERAL RULES APPLICABLE TO ALL TYPES OF LODGING

1.1. BOOKINGS

Rooms are available only for the period of attendance of the course. Payment will usually be made upon arrival, but in some cases the landlord might request a deposit in advance.

1.2. CANCELLATIONS

- a) Room cancellations must be communicated to the school with a 3 weeks notice.
- b) For cancellations made any time later than above, the landlord will retain the 3 weeks rent.
- c) Students need to re-confirm their booking, sending an email to the school, within 3 weeks from their arrival.

1.3. ROOM AVAILABILITY

- Check-in: on Sundays from 1 pm to 7 pm.
Any exception has to be notified well in advance.
A 25 € 'Late Arrival Fee' will be applied for every check-in later than 10 pm.
No check-in after 11 PM.
- Check-out: on Saturdays at 10 am.
Any exception has to be notified well in advance.
Extra nights of earlier arrivals and later departures can be reserved only after special arrangements with the landlord and the school.
Different arrival or departure days must be confirmed by email.

1.4. REFUNDS AND COMPLAINTS

- In case of late arrivals or early departures, no refund will be granted and there will be no refund for meals not consumed.
The school will not refund rents, or parts of them, when already paid by the student.
- Please note that the school only acts as an intermediary between students and landlords, so any issue with the apartments should be addressed to the owner. Students should be aware at all times of the housing regulations and that the lodgings are often very simple, and lacking some of the comfort that one would find in a hotel or private apartment.

1.5. EXTENSIONS - RE-BOOKING OF LODGING

Students who decide to extend their enrolment at the school and the lodging, should inform the secretariat within the first week of their arrival, to be sure to find places available and pay the extension immediately.

1.6. VISITS BY FRIENDS OR RELATIVES

When friends or relatives wish to spend one or more nights in the student's room, the landlord or the person in charge of the apartment must be informed in advance and has the right to charge extra or to deny permission.

1.7. RENT

Rental fees are the amount indicated in the school Confirmation Letter. Rental fees include a moderate consume of heating, water, electricity and gas.
The rent has to be paid in Euro, upon arrival directly to the landlord.

1.8. KEYS

Keys to the rooms might not always be provided and the owner must have access to the room at all times. Students are strongly recommended to make use of the house keys only personally and, whenever returning home late, to behave in consideration of the neighbourhood.
If students lose their keys or have them stolen, they must immediately report it to the landlord in order to avoid any damage or burglary in the flat, which would then fall under their responsibility. It is the right of the landlord to replace the lock and have it paid for by the student.

1.9. STUDENT ROOM

Rooms include: bed with pillow, bedside table, study table with chair, chest of drawers, a light next to the bed and one on the study table.

1.10. BATHROOM

The bathroom must be kept clean and perfectly hygienic. Sanitary towels should be disposed off in the litter bin and not in the W.C.
You must clear hair from the shower after using it to avoid blockage.

1.11. THEFTS

Please keep your personal values safe! The School or the landlord are not responsible for money and/or any other items stolen from the apartment.

1.12. MAIL

Do not use the house address as your mail address in Florence for Fedex, TNT or DHL parcels; they might easily get lost. Use the school secretary office for such mail.

1.13. CAR PARKING

In the city of Florence parking is free only for residents (parking places marked with white paint). For non residents there are parking places that you can use by paying hourly or daily rates (parking places marked with blue paint) or you could use a car park.

On www.firenzeparcheggi.it you'll find some car parks. Also keep in mind, that one day in the week many streets of Florence are cleaned. During this day you will have to park your car elsewhere or it will be towed. Upon arrival please ask to your landlord, on which day the street cleaning "*pulizia della strada*" takes place in the area. Never leave valuables in your car.

1.14. MISCELLANEOUS MATTERS

- a) Pets, animals are not allowed in the rooms. However, some of our host families have pets. Please advise well in advance if you have allergies or dislikes!
- b) Students are strongly recommended to abide by the house regulations and to behave in consideration of the neighbourhood, especially when returning home late.
- c) Bath towels are not supplied.
- d) Students will be charged for damages of any kind to any object under their responsibility.
- e) Landlords or persons in charge are allowed to inspect apartments at any moment.
- f) smoking in the house is forbidden.

2. PARTICULAR RULES APPLICABLE TO LODGING IN STUDENT SHARED APARTMENTS

2.1. ARRIVAL

- a) Students will be mailed the address of their stay in Florence and the arrival instructions.
- b) Students must show up on the arrival day (Sunday previous to the beginning of the course) at the time and address indicated on the Lodging Confirmation email. Here you will also find the phone number of the landlord or host family to be used in an emergency situation.
- c) Please, remember to bring a photocopy of your passport.

2.2. UNEXPECTED DELAYS

- a) Students unable to respect their arrival day / time for exceptional circumstances must contact the school by email or the landlord or hostfamily by phone.
- b) Arrivals after 11:00 p.m. and before 8:00 a.m. are not accepted. In such cases, students will have to arrange their own lodging and there will be no refund by the school.

2.3. DEPOSIT

A deposit of € 100 must be paid cash upon arrival to the landlord; students must show the receipt in order to be refunded at the end of their stay. The deposit may be retained for: - damages, keys not returned, excess of dirt left in the room and common spaces, guests not allowed by the landlord or person in charge, noisy parties, especially with people not living in the apartment. A 5€ fee per week will also be retained from the deposit if wi-fi is available, and 5€ per week for the use of washing machine, when available.

2.4. REFUND OF THE DEPOSIT

Before the student's departure someone in charge will inspect the rooms and common spaces. If everything is in order, the deposit will be returned entirely.

2.5. KITCHEN

The kitchen will be supplied with: gas or electric cooker, pots and pans, cutlery, cups and glasses. All the items necessary for cleaning such as brooms and brushes (not cleaning fluids) will also be supplied. Students must clean and tidy up after cooking. Keep in mind that many food stores are closed on Sundays.

2.6. CLEANING

- a) Students are responsible for the cleaning of their bedrooms and common spaces (particularly bathroom and kitchen), including daily garbage clearance, throughout their stay in the apartment. Particular care must be taken to clean one's dishes!
- b) Every week some students leave and new ones arrive. Please keep bathrooms, kitchen and common spaces tidy especially at the weekend so that newcomers can find it in the best conditions! At their departure, students should leave their rooms clean and in good order, empty the fridge, and remove all the empty bottles and other items gathered during their stay as an independent cleaning company will take care of rooms and supply fresh bed-linen for the new-coming students.

2.7. GARBAGE

Garbage must be emptied daily into the public containers in the street. Florence Municipality installed in the city center new underground bins for separate waste collection. Attention: if you do not separate your garbage, you will be fined! Please do not store up garbage in your flat or on the stairway in the interests of your own hygiene.

2.8. SERVICES NOT INCLUDED OR NOT AVAILABLE

TV, telephone, washing machine, electric fans, air conditioning, and other house appliances may not be available.

2.9. PARTIES

Parties are strictly forbidden.

The deposit may be retained or students may be moved to other apartments if this rule is not respected.

2.10. HEATING

In Italy a special by-law regulates the starting date of heating, normally the beginning of November. Please do not touch knobs or handles of the heater to raise or lower the temperature; doing this may cause damage the heating system. Please call the landlord for assistance.

2.11. MINORS

The student shared apartments are only available to students over 18 and under 30. However, underage students can stay in host family apartments. Our housing service is not available for underage international students, unless the family of the student is staying in Italy in the same period.

3. PARTICULAR RULES APPLICABLE TO LODGING IN FAMILIES

3.1 ARRIVAL

Upon receiving enrolment confirmation and the address of the apartment in Florence, students should contact their prospective landlord or the school by whatsapp or telephone at least 4 days before their arrival in order to communicate their arrival time.

Night arrivals after 11:00 p.m. are not allowed.

3.2. BREAKFAST AND MEALS

Please advise well in advance of any special diet, allergy or food intolerance!

a) Breakfast includes: coffee or tea, milk, bread/biscuits, butter and jam.

b) Dinner will be of Italian-style and will include: First Course (pasta or soup), Second Course (meat or fish and vegetables), fruit and coffee.

c) You are allowed to keep your personal food and beverages in the fridge or in your room, but not to do any cooking in the house - unless the host himself gives you permission.

3.3. HOUSE APPLIANCES

The use of the telephone is allowed only to receive incoming calls, but alternative arrangements may be made between the landlord and the student.

The same applies to the washing machine.

Hand washing of clothes as well as the use of hairdryer and ironing board is always permitted with no extra charge.

3.4. CLEANING

The landlord will regularly clean up the student's room and common places. Bed sheets will be changed every two weeks. Bath towels are not supplied.

3.5. ABSENCES

Students wishing not to come home for the night or weekend, are kindly requested to inform the landlord.