

General Terms and Conditions (AGBs)

from Nov.30th, 2021

General Information

- 1 Housing Lüneburg e.V. (hereinafter Housing Lüneburg) provides partly or fully furnished rooms and apartments. Upon request we provide linen, pillow case and sheets. For these fees and fees for other support, please refer to the Housing Lüneburg price list (issued Nov. 08th, 2021).
- 2 Housing Lüneburg is a not-for-profit organization that provides accommodation mostly for temporary use for German and foreign students, apprentices, doctoral students, interns, FSJparticipants and others. The support provided seeks to assist primarily, but not exclusively, people who or doing an education or training but others can benefit from our services as far as our resources permit.
- 3 The rent for the accommodation provided is subject to individual calculation. The rent always includes all utilities. Additional costs may occur for TV/Radio -fee (GEZ), telephone, internet electricity or other.
- 4 Smoking is prohibited in all our rooms and apartments. Any costs and expenses to remove smell, traces such as burned material or other damages, has to be paid by the renter and can be deducted from the deposit or billed separately.
- 5 Housing Lüneburg charges an administrative fee per guest and stay. For students, professionals and other, different fees apply. Details can be found in the latest price list.
- 6 Housing Lüneburg allocates rooms depending on availability. Specific requests concerning location, size, and condition will be taken into consideration as much as possible. The requests cannot be claimed.
- 7 Additional services such as consulting and other services need to be agreed and booked on an individual basis. Detailed services can be found on our website and the prices can be found in our individual offers.

Booking and cancellation policies

- 8 A deposit of two rents including heating costs is due the day the renter moves in. For apartments and flats higher deposits can be charged. A bond can be claimed by Housing.
- 9 After the completed questionnaire has been turned in, potential renters receive an email which contains a specific offer, confirms the questionnaire has been received as well as the request to pay a first tranche of the rent and the administrative fee within a defined period of time. Late or incomplete payments cause the loss of the entitlement for the accommodation and support requested. The same applies for support or offers from third parties. Rent payments over several months can be paid monthly on the first work day of the month for the following month.
- 10 Customers agree to a binding contract to rent the room for the period of time defined in the offer from Housing Lüneburg by paying the first tranche of the rent as specified by Housing Lüneburg and the administrative fee. Support by third parties is booked when the prepayment or full payment is completed.
- 11 In case of cancellation by the customer, after a prepayment or full payment has been completed, earlier than six weeks before the beginning of the rental period or the planned reception of the support, Housing Lüneburg will not reimburse the administrative fee. Further fees e.g. from thirds parties may occur and will also be charged. In case of cancellation earlier than three weeks before the beginning of the rental period or the planned reception of the services, the customer owes the administrative fee and 50% of the rent.

In case of cancellation later than three weeks before the beginning of the rental period or the planned reception of the services, the customer owes the administrative fee and the full rent. Further fees e.g. from thirds parties may occur and will also be charged.

A reimbursement in the latter two cases is only possible if Housing Lüneburg successfully rents the room to a new customer. Further fees e.g. from thirds parties may occur and will be charged. If Housing succeeds in finding a new renter, it may reimburse the rent partially as agreed and stated in the offer, which has been received by the customer and confirmed with the payment. Prepayments are taken off the amount owed to Housing Lüneburg or, in the case of a cancellation of the customer, partially reimbursed if Housing Lüneburg successfully rents the room to a new customer before the end of the first month.

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- 12 The decisive date for the complete booking of an accommodation is the date the payment and transaction of the first tranche of the rent and the administrative fee (see §§ 5 and 9) is completed. This day is also decisive for potential discounts.

Beginning and end of rental period

- 13 The key for the room is provided in the office during office hours. Alternatively, the customer can request an early or late check in. The request to check-in after office hours needs to be stated in the questionnaire or communicated to the office at least 3 days in advance and require confirmation of the office. Additional support can be booked. Prices for these upon request.
- 14 On the move-in date the guest can move in the apartment after 3:00 pm.
- 15 The renter is obliged to inform the housing office of their arrival, date and time, no later than two weeks before they arrive to ensure an easy check-in.
- 16 Housing Lüneburg can offer an early move-in date if possible and requested by the renter. Prices for early arrival or late departure for rooms or apartments upon request.
- 17 The rental period is limited to six months. The rental period is extendable. Extensions can be granted if Housing Lüneburg and the renter find an agreement. Any extensions are subject to availability.
- 18 The number of nights other guests spend in the accommodation is to be limited, due to high utility costs, as much as possible. Housing Lüneburg charges no extra fees for up to two guests for one night or one guest who spends two nights. This permission restarts every month. Any extra nights cost €10,- per person per night. Regardless of the permission from Housing Lüneburg, the co-tenants in co-living arrangement need to be asked in advance and given permission. A representative of Housing Lüneburg is to be informed about extra nights at least two days in advance.
- 19 The renters are liable for any and all damages and costs, resulting from the rental agreement. Housing Lüneburg is not responsible for any damages or costs which are a result of the rental agreement. Any damages caused by the tenant need to be reported to Housing Lüneburg immediately and to be repaired and covered personally by the tenant. If the tenant is unable to repair or cure damages, Housing Lüneburg will delegate the task and will hold the tenant responsible for all costs. Every tenant is responsible for his own personal liability insurance covering loss of keys and damage to property. As needed the tenant has to submit a valid certificate of insurance to Housing Lüneburg e.V. If such a certificate cannot be provided in case of property damage or loss of keys the tenant has to bear the costs for the damage or loss.
- 20 The renter is obliged to inform the housing office at least one week before departure about the date and time of the departure and agree on a date and time for the check-out. The accommodation needs to be presented in a clean and tidy condition for the check-out. All floors need to be swept, the bedding separated from the linen, all damages are to be reported, and rooms cleared of waste and personal items. All food remains and other things that might cause mold or odor from the fridge or elsewhere are to be removed. Housing Lüneburg will charge an obligatory fee for the final cleaning of broom clean room as described above. If the accommodation is less than broom clean, a fee is charged to cover all costs to clean the room or apartment.
- 21 The tenant needs to leave the room by 12:00 pm, noon, of the last day of the rental period. Any and all costs caused by a late move-out, late key return or damages caused by the tenant need to be paid by the tenant.
- 22 The deposit will be returned within three months after the move out date. Delays are possible if charges, damages or open cases need to be cleared. It is the duty of the tenant to inform Housing Lüneburg about the correct bank details.
- 23 Furthermore the tenant is obliged to read and follow the house rules which can be found on the website and the office of Housing Lüneburg. In case of violation of the house rules the tenant will be charged any and all costs. Housing Lüneburg reserves the right to write a warning letter and early cancelation of the contract.