

TERMS AND CONDITIONS

The policies of the Service des résidences apply to all tenants.

A. To be eligible for the internship package, the tenant must

1. be at least 18 years of age;
2. have no outstanding debt with Université Laval or its departments or with the Service des résidences;
3. be supervised by a Université Laval professor; and
4. stay in residence for at least one month (32 nights or more).

If the stay is shorter, the tenant agrees to pay the Short Stay rate in effect as well as all applicable taxes without the possibility of being reimbursed.

B. Assignment of residence buildings and rooms

A room reservation request allows you to obtain a place among standard rooms located in one of the residence buildings. New tenants are informed of their assigned residence building and room number only upon arrival. Applying or arriving early does not improve your chances of being assigned a room in the building of your choice.

C. Moving in

Upon arrival, the tenant must pay the rest of the first month of rent in order to obtain his or her room and keys. Subsequent weeks' rent must be paid monthly.

The tenant may move in as of the date indicated on the reservation confirmation issued by the Service des résidences. The date can be changed, but confirmation via email from the Service des résidences is required.

Late arrival without prior notice:

Any tenant who has not taken possession of his or her room by the date agreed upon with the Service des résidences

may see his or her reservation cancelled, in which case cancellation fees will apply. A reservation can be restored only if a room is available upon the tenant's arrival.

D. Extended stay

Any tenant who wishes to extend his or her stay must notify the Service des résidences by email one month before the end of his or her reservation.

E. Rent increase

The rate is valid for the period indicated on the form. After that period, the weekly rate will be adjusted to take into account the regular rent increase.

F. Changing rooms or buildings

Requests to change rooms must be sent by email. The reasons for the request must be clearly stated and are subject to approval. A fee of \$85 will be charged for any authorized room change.

No room changes will be made before October 1 (fall semester) or before February 15 (winter semester). Changes are made based on the number of rooms available. However, rooms are primarily allocated to pending rental requests.

G. Cancellation and refunds

Applicants who cancel their registration will be charged a cancellation fee equal to the amount of the deposit.

Cancellation requests can be sent by email. The effective cancellation date is the date the notice is received. Please provide the address to which the refund is to be sent if applicable.

Refunds are processed according to the payment method initially used, either by direct deposit or via the web platform. They are processed within a 3 to 4-week period.

If your cheque is refused for whatever reason (insufficient funds, stop payment order, etc.), you will be charged a fee by both the university and your financial institution, in addition to the cancellation fees.

H. End of internship

If rooms are available, the tenant may ask to extend his stay in residence after the end of his internship. However, the student on a summer internship may not stay in residence beyond August 25.

If the supervised internship comes to an unexpected end, the tenant may ask to continue his stay in residence. If his request is denied, he undertakes to vacate his room within seven days. In such a case, item a, point 4, applies.

I. Waiting list

If no rooms are available, you will be placed on a waiting list. You must, however, submit a completed application and a deposit. As soon as a room becomes available, a reservation is made and a confirmation is sent.

To avoid having to pay the applicable cancellation fee, the student must ask to have his name removed from the waiting list before a reservation is made. His deposit will then be refunded minus a \$50 file management fee.

If a room becomes available once the semester has begun, the lease takes effect on the date the reservation is made and the email confirmation is sent. Rent must be paid from that day on.

Note:

- Only complete applications will be processed. The absence of a deposit or the requested information may result in the refusal of your booking request.
- Applying to residence does not guarantee you a room.
- An application does not constitute a reservation confirmation. Only an email sent by the Service des résidences confirms the reservation.