

# TERMS AND CONDITIONS

The policies of the Service des résidences apply to all tenants. Consequently, terms and fees are non-negotiable.

---

## 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. Fees apply to any authorized room change.

Changes are made based on the number of available rooms. Priority is given to names on the waiting list.

## 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 mail or email. The official cancellation date is the date the request is received. If applicable, please give the reason for the cancellation and the address to which the refund is to be sent.

Refunds are made by direct deposit or through the Dexero platform depending on the payment method initially used. Refunds are made within 3 to 4 weeks.

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 26.

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, applicants are placed on a waiting list. To be placed on the list, applicants must submit a completed application.

Applications are processed as rooms become available. The reservation begins on the date the applicant's deposit is cashed and the reservation confirmation is sent via email.

Since you will not be contacted prior to a reservation being made, it is important to have your name removed from the waiting list if you no longer need a room, to avoid paying a cancellation fee.

### Note:

- Incomplete applications are not processed. The absence of a deposit or any required information will lead to the application being denied. Applications are processed in the order they are received.
- 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.