



RESIDÊNCIA DE ESTUDANTES PROF. RAMÔA RIBEIRO

Booking Conditions for Apartments

1. The requests for accommodation in apartments at **Residência de Estudantes Prof. Ramôa Ribeiro**, must be sent in writing to Núcleo de Alojamentos (Accommodation Office), preferably to **e-mail** <nucleo.alojamentos@tecnico.ulisboa.pt>, and must include the following information:
 - Accommodation period (planned check-in and check-out dates);
 - Name of the occupant (education level and telephone/e-mail contact);
 - Name of the IST Professor (responsible for the reservation and his telephone/e-mail contact);
 - Responsible for the payment (if not by the occupant, it should be sent to Accommodation Office an internal request document, indicating the project involved and the amount to be charged).
2. The Accommodation Office answers are always by e-mail. After confirmation, all requests for accommodation are considered pre-reservation by the end of the 2nd day of post-acceptance of pre-booking.
3. During this period, it must be paid at IST Taguspark Financial Unit (Treasury - floor 1, room 1.39) a **booking fee** of 160,00€ equal to the value for a week period stipulated in Residence price list, or the total amount if the stay is less than a week. According to the price list in force, **since 01/September/2018**, the monthly fee is: 450,00€ for Apartment.
4. After the payment, the booking is effective until the end of the day following to the arrival date (as reservation details).
5. During this period of time, if the resident does not attend the Residence or fails to communicate any delay, the reservation will be cancelled losing the right to any refund and the availability of room.
6. If the resident takes possession of the room, the booking fee will be deducted from the stay total cost.
7. The Resident shall take possession of the room in welcome reception time of this Residence (working days, from 08h00 to 19h00). If the resident arrival time is not compatible with this schedule, **the key must be requested** at least 24 hours before the date of entry. (Accommodation Office is not responsible if this procedure is not followed.)
8. For stays longer than one month, the payment is made through equal value monthly installments, due until day 12 of the month to which they relate.
The first payment should be made by the entrance on Residence, directly to IST Taguspark Financial Unit (Treasury - floor 1, room 1.39), the remaining payments can be made also by ATM reference.

The lack of payment on scheduled deadline allows to claim a penalty, in the amount of 2,50€ for each day of payment delay.
9. For stays less than one month, the payment is made before the day of departure.
10. The early departure from the Residence before the date initially booked, will be considered an exceptional circumstance and it's subject to a notice, in writing addressed to Accommodation Office, according to the base module booked (1, 7 or 30 days).
11. For more information about the general operation of Residence, Accommodation Office thanks that residents consider the **General and Internal Regulations of Residência de Estudantes Prof. Ramôa Ribeiro**.

Accommodation Office - June 2018