

RESIDÊNCIA UNIVERSITÁRIA BALDAQUES

Accommodation Booking Conditions

1. The requests for accommodation at **Residência Universitária Baldaques** must be sent in writing to Núcleo de Alojamentos (Accommodation Office) preferably for email <nucleo.alojamentos@tecnico.ulisboa.pt>, and must include the following information:
 - Accommodation period (planned check-in and check-out dates);
 - Room type;
 - 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 to **ADIST a booking fee** on the same amount of Residence rates for a week period, or the total amount if the stay is less than a week. According to the price list in force since 01/June/2019, the monthly rates are: for Single room 165,00€; Double room 220,00€; Suite 275,00€, Apt.T0 300,00€.
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.
The cancellation of a reservation requires a five (5) working days notice.
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 at Residência Baldaques **welcome reception time (monday to friday working days, from 09h00 to 13h00 and from 14h00 to 17h00)**. If the Resident arrival time is not compatible with this schedule, **the access keys must be requested** (to the building and room) at least 24 hours before the date of entry, by authorized personnel of the IST, particularly if it falls on a saturday, sunday or holiday. (Accommodation Office is not responsible if this procedure is not followed.)
8. For stays longer than one (1) month the payment is made through monthly installments of equal value, or before the day of departure for stays less than one (1) month.
9. The telephone calls made from the room must be paid monthly, or a day before the check- out date, in case of stays less than one (1) month (against delivery of the document output with the collected calls-out) at the Reception.
10. In case of stays exceeding six (6) months, the NA may require a warranty deposit to settle with the first monthly installment. This deposit in the value of a monthly benefit assures the payment of any damages caused to goods, equipment or to the accommodation itself, including the non-payment of phone bill. It will be refunded at the end of the stay.
11. For stays longer than one (1) month, the payment is due until 08th day of each month. The lack of payment on scheduled deadline allows ADIST to claim a penalty, in the amount of 2,50€ for each day of payment delay.
12. 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).
13. For more information about general operation of the Residence, Accommodation Office thanks that Residents please read the **Residência Universitária Baldaques Regulations**.

Accommodation Office - June 2019