Julius Raab
Studentenzentrum Linz
Julius Raab Straße 10, A-4040 Linz

Check-In Procedures
Rooms will be available from 1:00 PM on arrival day. Please check-in at the Reception Desk. Residents will receive all necessary forms, information and documents. Please present your passport or identity card **(mandatory!).** The Reception Desk is open seven days a week, 24 hours a day.

Check-Out Procedures
Residents will be asked to vacate the room by 10:00 AM on departure day and deposit the key at the Reception Desk.

Mandatory Residence Registration
Residents at the Julius-Raab-Heim must officially register at the local registration office (city hall), despite how long or how short the period of residence is. At check-in, the administrative staff will provide all of the necessary forms and information sheets. Please complete registration within 3 business days and return a copy of the original residence registration form to the administration office. After departure, the administrative staff will complete the official de-registration process for you.

Contract Terms
Contracts are generally issued from the first to the last of a month and generally until a maximum of August 31st (all-year contract).

The minimum contract period for the student dormitory section is generally 1 month and a one-month dorm fee will be charged.

For contract periods of less than 5 months, the guest price will generally be charged and a guest contract will be issued.

Breaking the contract for a short period, for example, to move out between the end of January and move back at the beginning of March, is not possible.

Please note: In regards to billing, the reservation period (contract) is significant and not the actual duration of stay.

Residents who move in before the first of the month – or who move out after the last day of the month - can be charged a fee of minimum € 40.00 per night. We reserve the right to add fees in addition to the daily fee for expenses pertaining to those who stay without advance reservations, are delayed, or who overextend the period as stated in the contract.

For residents staying more than 2 months, the following fees will be added:

- monthly dorm fee
- registration fee for first-time applicants
- insurance for the academic year
- maintenance fee per semester
- Deposit

When extending a period of stay, these fees will apply, even if a shorter time span was previously agreed upon.

For period of stay up to 2 months only the dorm fee and registration fee will apply to first-time applicants.

Contract Termination
The student residence agreement may be terminated by the Lessee at the end of the winter term, which is February 28th and for the summer term, which is July 15th of each year. The statutory notice period for the winter term ends on December 15th and for the summer term April 30th.

A *guest contract* can be cancelled early by the end of the following calendar month in compliance with one-month advance notice of termination.

Methods of Payment
Dorm rent must be paid each month in advance.
Dorm rent + fees have to be paid in the administration office no later than 4 business days after arrival.
Dorm rent and fees can be paid by credit card or in cash, the deposit is cash only.
Guests staying for a longer period must provide further payments via SEPA (*Single Euro Payments Area*) direct debit authorization. Direct debit can be authorized from any account within the SEPA area.

Invoicing
Please indicate the invoice recipient at the time of reservation. Invoices issued to the university must include the institute‘s internal order number and the contact person’s e-mail address.
If we are notified at a later date that the institute - and not the resident or guest - will be rendering payment - and a payment reminder notice with late fees has already been issued – the institute is responsible for both rent payment and late fee payment.
It should be noted that the resident is responsible for paying the deposit; an invoice cannot be issued for the deposit.

Cancellation Fees

Up to 4 weeks before arrival	No charge
Up to the day of arrival (according to the contract*)	€ 100.00 + a € 39.00 processing fee
After inquiry by administrative staff (After arrival day)	min. 65 % of the monthly fee + a €39.00- processing fee

*) or reservation confirmation

Deposit
In general, the deposit will be refunded at the end of the following month via SEPA area bank transfer approximately 4 weeks after moving out. Before moving out, residents from outside of the SEPA area can receive the deposit back in CASH once the room has been inspected by staff members.

Guests:
Confirmation of studies does not automatically qualify residents to receive the student rate. If employed (and receiving an income over a minimum of € 1,601.00), the guest fee will apply. If notification is provided at a later date, the guest fee can be applied retroactively. For applicants/prospective residents aged 35 years at start of contract, the guest fee will be charged.

We would like to remind you that the student housing facility is also open to university employees, employees at the universities of applied sciences as well as associated companies. This should, however, be considered as temporary accommodation and not permanent housing (this applies to the apartment units in particular).