FAQ

**CHECK-IN PROCEDURE**

The check-in is done the first day of your rental agreement by one of our agents. Before your arrival, we should have received your working contract, ID card/passport and proof of residence. You will also need to have signed the contract electronically and sent us a proof of payment corresponding to the agency fees, the security deposit and the first month of rent.

An inventory will be made during the check-in by one of our agents.

In case of problem or delay please inform in advance the agency by sending an email to [info@accommodations4u.com](mailto:info@accommodations4u.com) with your room reference.

**CHECK-OUT PROCEDURE**

The check-out is made from 10:00 am to 15:00 pm by one of our agents. An inventory is done by our agent who checks that accommodation is clean and in good condition and inform us of any subsequent problem. The security deposit will be reimbursed within 8 weeks to the Tenant only after his departure and after that the inventory of fixtures has shown unbroken things. The guarantee will be deducted of eventual costs supported to restore the accommodation. The deposit can be refunded only after reception of your **complete bank details** (beneficairy, Bank, IBAN and BIC code) and leave declaration issued by local commune.

Before leaving please be reminded to:

* collecte all your personal belongings from your room, the bathroom, the kitchen, the laundry room or any other common area.
* empty the fridge and the cupboards in the kitchen.
* remove your name from letter box.
* leave keys to our agent.

**RENTAL CONTRAT AMENDMENT: EXTENTION, EARLY LEAVE, ROOM CHANGING**

Rental contrat changes are possible previous one month notice from the end of the month and depending on rooms/studios availabilities.

If you wish to modify your rental contract , you need to send us your request by email (info@accommodations4u.com) and indicated your room reference. You will not pay an extra agency. Agency is due only after a period of 12 months from your first rental agreement.

**RENT**

Rent is charges included which means that all bills and other charges are included in the price. Charges included are:

* Hot and cold water, electricity, WIFI, heating, insurance ( only for furnished rooms) cleaning of common spaces, garbage household tax, modern furnitures, fully equipped kitchen, laundry facilities, and ironing kit.

**TENANTS PROFILE**

All our tenants are young professionals, coming mainly from Europe. They are between 23 and 35, well-educated, polyglot and coming to Luxembourg for an internship or a first job. You will be able to network and to exchange experiences with your roommates in a friendly and happy atmosphere.

**ROOM EQUIPEMENT**

Room is equipped with at 1 double bed, 1 cupboard, 1 nightstand, 1 lamp, 1 bed set (duvet, mattress protector), 1 pillow, 1desk, 1chair, 1 bin, 1wardrobe.

Bathroom, separate toilet, kitchen, laundry are to share.

**CLEANING**

Cleaning is included in the charges covered by rent payment.

It is planned once per week for common spaces (kitchen, bath, toilet and stairs).

Your room cleaning is not included, but it is a service we can provide to our tenant.

For more information, please send an email [info@accommodations4u.com](mailto:info@accommodations4u.com) with your first name+ last name+ room reference.

**PARKING**

For Luxembourger Residents parking is free in the neighborhood with the **"vignette"**issued by Biergercenter (Place Guillaume -Ville de Luxembourg). For no- residents public and private parking are available.

**PETS**

Pets are not allowed in our accommodations.

**PAYMENTS**

All payments have **to be made by a bank transfer.** In order to book an accommodation, we need a copy of the wire transfer prior your arrival.

Agency fee and deposit payable at booking and in any case before remittance of keys. You can pay the first rent on your arrival by transfer or cash.

Below our bank details to make monthly payment :

**Benificiary:** I-House Sarl S

**Bank:** Bgl Bnp Paribas

**Bank account details:** IBAN: LU02 0030 4737 6854 0000

**SWIFT:** BGLLLULL

**Reason for payment:** For each payment, please indicate your First name, Last name and room reference.