

Path through CASA Shared Accommodation

Step	Time Frame	Actions
1		Complete Registration Package <ol style="list-style-type: none"> I. Complete application, including credit card authorization, and sign II. Read and sign the Policies and Guidelines for Shared Accommodations III. Submit completed Registration Package via email to CASA registration@casacanada.com
2	Within 2 business days after receipt of complete Registration Package	CASA will: <ol style="list-style-type: none"> I. Confirm the Availability II. Process Security Deposit (if availability confirmed) III. Send Receipt to guest for Security Deposit IV. Send an invoice to guest for accommodation payment. <p>Please note: once invoice is sent, accommodation is reserved and all cancellation, extension and change of date penalties will apply.</p>
3	4 weeks prior to arrival	Payment Due. Guest to ensure CASA has received payment. Guest must send CASA proof of payment so CASA can assign payment.
4	2 weeks prior to arrival	<ul style="list-style-type: none"> • Guest to send CASA flight information • Last chance to change arrival date if needed, without additional fees (if first request)
5	5 business days prior to your arrival. (Only once payment and flight information have been received)	CASA will send guest their Welcome Package: <ol style="list-style-type: none"> I. Welcome Letter II. Accommodation Confirmation Details III. Airport Drop Off/Pick Up Confirmation Letter (if requested) IV. Frequently Asked Questions
6	Arrival date	Check-In between 4 pm – 9 pm
7	End of first week of stay	CASA will send guest a brief first week follow up survey to complete
8	Within 2 weeks after arrival	Last chance for guest to extend stay without additional fees
9	Date of departure	Check-Out by 10 am
10	After Check-Out	<ul style="list-style-type: none"> • CASA will inspect guest's unit • CASA will send a brief end of stay feedback survey to guest to complete
11	Within 5 business days	Security Deposit refunded if applicable

Contacting CASA

Department	Contact
Registration	registration@casacanada.com
Finance	info@casacanada.com
Accommodation Coordinator	info@casacanada.com
After-Hours Emergency Line	+1 (604) 365-2258 (EMERGENCY ONLY)
Director	by@casacanada.com
Main Office	+1 (778) 829-4622 Monday to Friday 9:30-5:00 PDT/PST

CASA Contacting Guest

CASA will communicate with guest using the email address and mobile phone number on file. Please provide CASA current correct email and phone number. If contact information is updated, guest to advise CASA.

Application of Rates

- Weekly prices are charged Saturday-to-Saturday.
- Extra night prices will apply for any arrival/departure during the week.
- For weekly rates the minimum stay is 4 weeks.
- For periods shorter than 4 weeks, extra night fees are applied.
- If the number of extra nights is higher than 3, then the entire week will be charged but the booking will be done just with the requested dates.

Payments

- Once invoice is sent, accommodation is reserved and all cancellation, extension and change of date penalties will apply.
- All invoices must be paid in full and 4 weeks prior to check-in date.
- For guests staying longer than 8 weeks, minimum payment of 8 weeks is required.
- If the stay is longer than 8 weeks and guest wants to split invoices into 8-week intervals, they must contact CASA Finance to make the request. If guest decides to split payment they must provide either post-dated cheques or credit card authorization correspondent to each payment for the entire duration of stay. Guest will have the option of paying in cash or debit as long as they contact CASA and pay before the invoice's due date.
- All payments are due 4 weeks in advance, otherwise your reservation is not confirmed.
- Payments may be made through credit card or wire transfer. Please add 4% for payments with credit card and \$25.00 for wire transfers. If in Canada or Toronto, guest will be able to direct deposit into CASA account or utilize e-transfers.
- It is the guest's responsibility to ensure the payment is received on time. CASA is not responsible for credit cards or wire transfers processing delays. If payment not **received** by CASA by due date, expect delays in processing, and accommodation cannot be guaranteed.
- If guest has split payments, payment is due 4 weeks before end of subsequent period.

Security Deposit

A Security Deposit of \$250¹ is required by credit card at registration. Security Deposit will be credited back upon satisfactory inspection within 5 business days following check-out. The refund can only be returned to the same credit card number originally used. The security deposit will be used against costs associated with cleaning, damage to the premises, appliances and furniture. The security deposit shall also be used against unpaid nights and/or cancellations, and any unpaid penalty fines if applicable.

Airport Pick-up/Drop-off

Airport pick-up and drop-off is available for extra cost. If pick-up and drop-off is purchased together it is offered at a combined reduced price. If purchased separately, the discount does not apply. If two or more guests are travelling together, individual rates still apply.

Change of Date

If the guest requires a change of date **prior to arrival**, the guest needs to advise CASA in writing as soon as possible. The timing of when CASA receives the written notice determines if/what penalties occur.

Formal Written Request Received	Penalty Charge
More than 2 weeks in advance of check-in date and first request ^{**/**}	No charge
More than 2 weeks in advance of check-in date and not first request [*]	\$80 ¹ administration fee/change
Less than 2 weeks in advance of check-in date [*]	Charged for stay from original expected date of arrival, up to 4 weeks

** If new date is longer than 6 months apart from your existing date, it will be considered a cancellation, not a change of arrival date, and any rate increases would apply.*

*** If formal written request is received 4 weeks or more in advance, the new date can be up to one year apart from your existing date. Any rate increases will apply. Anything longer than a year, will be considered a cancellation, not a change of arrival date.*

Cancellation

If guest needs to cancel stay **BEFORE check-in date**, the guest needs to advise CASA in writing as soon as possible. The timing of when CASA receives the written notice determines if/what penalties occur.

Formal Written Request Received	Penalty Charge
4 weeks or more in advance of check-in date	Registration Fee
Less than 4 weeks - 2 weeks in advance of check-in date	2 weeks accommodation and registration fee
Less than 2 weeks in advance of check-in date	4 weeks accommodation and registration fee
Visa denied	Registration Fee

For all cancellations prior to arrival, there is a full refund of Security Deposit.

Welcome Package

CASA will send guest their Welcome Package 3-5 business days prior to check-in date, provided payment and flight details have been received. The Welcome Package will include:

- Welcome Letter
- Accommodation Confirmation Details
- Airport Drop Off/Pick Up Confirmation Letter (if requested)
- Frequently Asked Questions

The Welcome Package is sent so close to arrival for security and to minimize changes. Guests are to ensure they have the Accommodation and Airport Pick-Up/Drop-Off confirmation letters available when arriving as crucial information is included.

Checking In

- Check-In time is between 4 pm and 9 pm.
- Guest to advise CASA if arriving earlier than 4 pm. If guest arrives after 8 am and earlier than 4 pm, they are welcome to use the common areas of the unit, but not bedroom.
- Check-in is not permitted after 9 pm.

Extensions After Arrival

CASA strongly advises guests to book their stay for the entire length of their trip to avoid disappointment regarding lack of availability, and **to avoid additional charges.**

If, however, after arrival, the guest decides they would like to stay longer than booked, the guest must email the CASA Accommodation Coordinator as soon as possible to advise of the exact new dates. CASA will check availability. If there is availability, CASA will send guest an invoice. **Once invoice issued, all cancellation charge policies are applicable. Confirmation of extension is only once payment received and processed. Extension only guaranteed when CASA sends confirmation notice.** If extension is requested more than 4 weeks in advance of extension, payment must be received 4 weeks in advance of extension. If extension is requested less than 4 weeks in advance of extension, payment must be received within 24 hours from date of invoice. If payment is not received by date on invoice, or processing not successful, availability can no longer be guaranteed.

The guest may be asked to move to a different room or unit or building to accommodate request. All policies and guidelines remain in effect. A late extension fee will be charged for every extension requested after two weeks of arrival or starting period of accommodation. To avoid this charge, confirm extension within 14 days of start date.

Formal Written Request Received	Penalty Charge
Within 2 weeks of start date	No charge
After 2 weeks of start date	\$100' late extension fee/extension request

If guest paid for extra nights equivalent to full week rate and advises intent to stay for the week paid rather than the nights booked, there is no extension fee payable. This only applies if guest advises CASA in writing within first 2 weeks of arrival and there is availability. This is non-transferable and non-assignable. If CASA is not advised in first 2 weeks, check-out date is considered as booked, and late extension fee will apply for any extension.

Personal Needs Accommodation

In order to ensure proper accommodation and best serve the guest, guests are to advise CASA of any personal need accommodations wanted on the application form. Please advise of accommodations required due to any physical disability, mental impairment, learning disability or mental disorder.

Cancelling All or Part of Stay After Arrival

If guest's plans change and they need to leave earlier than booked for, guest needs to contact the CASA Accommodation Coordinator immediately via email and advise of decision, as penalties are determined based on the timing of notification.

Formal Written Request Received	Penalty Charge
4 weeks or more notice	Registration fee and any additional service fees*
Less than 4 weeks in advance notice	Minimum 4 weeks accommodation and registration fee and any additional service fees*

* \$30' processing fee is retained from your security deposit (if applicable, additional withholdings will also include, any unpaid penalty fines or damage expenses)

* additional \$100' administration fee may apply if refund is necessary

Checking Out

Check-Out time is by 10 am. It is the guest's responsibility to:

- check out by 10 am at the latest
- leave bedroom clean and tidy
- take all personal belongings
- dispose of all garbage
- remove all guest food and drink from the cupboards and fridge,
- leaving nothing behind
- email the CASA Accommodation Coordinator to confirm check-out
- wash your bed sheets and return to the Shared Accommodation Coordinator.

Guests can still use the common areas for luggage if they have a late flight, but bedroom must be empty by 10am on check-out date. Quiet hours between 10pm and 8am must be respected.

Services Provided

Rent includes:

- A furnished bedroom, kitchen, bathroom, common area, one pillow, linens, one blanket, cable TV, local phone calls, wireless Internet (not to be used to download movies, online gaming or business purpose), hydro, utilities and a basic weekly cleaning.
- Location is conveniently located within walking distance of public transportation.

The rent includes only the cost of your stay, additional facilities and services, such as laundry, towels are available for additional cost.

CASA will not provide cleaning supplies (such as detergent or plastic bags) or any items of personal hygiene, such as shampoo, hand soap, toilet paper, towels which are each guest's responsibility.

Cleaning

CASA offers a weekly **basic** cleaning service. Only the floors are vacuumed and mopped, and the bathroom fixtures cleaned. This is a light cleaning service only as this is apartment living, not hotel living, and **guests are responsible for keeping the unit clean and tidy**, including the kitchen, bathroom, common living area.

Laundry

Each building is equipped with laundry machines for guests use. Guests are to provide their own laundry detergent and softener. The hours that are available for guests to do laundry are:

Days	Time
Monday to Friday	5pm - 9pm
Saturday and Sunday	9am - 9pm

Temperature

Cooling for the warmer months: There is air conditioning in all units. Most are operated by a remote control. The bedrooms are not equipped with an air conditioner. Doors and windows must be kept closed when air conditioner on.

Heating for the cooler months: Heating is available in the units. According to the by-laws of the City of Vancouver minimum air temperature of 21°C must be maintained in all areas of the dwelling unit. Once the heaters are on for the season, guests can control the furnace manually. Doors and windows must be kept closed when heating is on.

Moving

CASA may request that guests change bedrooms or apartment units for a variety of practical reasons (maintenance, logistics, availability, conflict between roommates etc.) CASA will provide notice and make every effort to ensure guest comfort and security. If a guest requests a move to another unit, CASA will evaluate the situation according to availability and reasonable cause.

Storage

Each apartment and bedrooms are similar, but may offer different storage layouts. All units have enough room for guests to store belongings if they are a light traveler. There are no safe-boxes in the apartments and each guest is responsible for storing their own personal valuables. Although the unit door has a lock, **bedroom doors do not have a lock** and bedrooms do not have safe-boxes. Unit doors should be kept locked.

CASA will not be held liable for any lost or stolen items and is not responsible for your belongings. Loss to alleged theft should be reported to police. If guests require better protection for some valuables, consider renting a safety deposit box at one of the many banks close by.

Visitors

Visitors are allowed, but only in the common areas of the unit, and are only welcome from 8 am until 9 pm. Guests must be in residence when visitor is present. Visitors are **not permitted to stay overnight**. Guests will be charged \$100/night without warning if a visitor stays overnight. Parties are not permitted.

Quiet Hours

Quiet hours begin every evening at 10 pm, and end the following morning at 8 am. TV, music, voices and any noise must be kept very low during the quiet hours.

Sharing the Apartment Unit with Roommates

- Shared Accommodation is best suited to guests that are mature, responsible, independent and respectful of others.
- Most units allow for 2 to 4 roommates
- Requests to share a **bedroom** with another student, once confirmed, are assured. Although we will do our best to accommodate, requests to share the unit with another student cannot be guaranteed.
- CASA does not mix different genders in the same bedroom, unless otherwise requested, for example couples may request to stay in the same room.
- Although CASA hosts guests from all over the world there is no guarantee of a mix of nationalities within the unit. Guests may or may not have other roommates from the same nationality.
- English is encouraged to be the language spoken in the unit.
- Age of majority for guests in Shared Accommodation is 19.
- Guests may or may not have the same roommates for their entire stay. Everyone stays for different lengths of time and arrives at different times. Also, CASA reserves the right to move guests for a variety of reasons: see "Moving" section above.
- This is apartment living, not hotel living. **All guests are responsible for:**
 - keeping the unit clean and tidy, including the kitchen, bathroom, common living area
 - clean the kitchen and wash the dishes and pots and pans after a meal
 - keeping their bedroom clean and tidy
 - disposal of garbage, recycling and compost
 - keep the common areas clear of personal belongings
 - cleaning bed linens and towels
- There is a chore schedule chart available in each unit for guests to use to help in fair chore distribution among roommates and to reduce potential conflict with each other.
- Do not use or borrow another guest's belongings or food without their permission.
- No guest is allowed into another guest's room without their permission.
- Shirts and pants, shorts, skirts, dresses, blouses must be always worn in all areas of a shared accommodation.

Smoking

Smoking is NOT permitted anywhere inside the units or anywhere in the building, including balconies, fire escapes, rooftop patios. Penalty fines for non-compliance will be applied without warning. This includes tobacco, cannabis and vaping.

Cannabis plants are not permitted in the units or anywhere in the building, including balconies, fire escapes, rooftop patios. Penalty fines for non-compliance will be applied without warning.

City of Toronto by-law requires that individuals smoke at least 9 meters away from the entrance of any building in the city. Penalty fines for non-compliance will be applied as enforced by City of Vancouver and CASA.

Use of Drugs or Illegal Substances

The use of drugs or illegal substances is forbidden on the premises; failure to follow this policy will result in immediate expulsion without refund.

Violence and Harassment

Fighting, bullying, teasing, acts of violence or aggression, harassment is not tolerated and will result in expulsion of the guests involved without refund.

Damages

All appliances and furniture are to be kept in their original condition. Guests are not allowed to remove, repair, paint or perform any other alteration of the unit. If a guest causes any damage to the premises, furniture or the appliances, they will be charged the cost of its repair or replacement. This cost will be deducted from your security deposit. If the costs are more expensive than the security deposit, CASA will issue an invoice to cover the damages.

Penalties / Removal

In order to provide a safe, fair, respectful and comfortable stay for all guests, penalty fines are imposed for failure to comply with policies and guidelines. Failure to comply will result in discussion, verbal warnings, written warnings, penalty fines, and may even result in you being asked to vacate the premises. Penalty fines range from \$50-\$200. Payments for penalties are due as received. Full list of penalty fines can be found in Welcome Package. Guests can be evicted for failure to follow the guidelines. Violence, harassment, disorderly conduct, or any act causing danger or harm or potential harm to guests, property damage, use of illegal substances, unpaid bills, unwelcome visitors, are all grounds for immediate dismissal without refund.

Additional Safety

Guests are **NOT** permitted to:

- Smoke anywhere in the building
- Leave the stove unattended
- Deep fry
- Place hot pans on any surface, other than the stove
- Leave on appliances after using them
- Light candles

Guests are to ensure they lock unit doors. Do not open the door if person not known. The door code must be kept private to ensure security.

Medical Insurance

Guests are strongly advised to obtain medical insurance that covers any medical expenses that may occur during their stay in Canada. CASA is NOT responsible for guest medical or emergency medical expenses. CASA does not assume any responsibility for any injuries you suffer, or death. Guests are to consider getting insurance that covers both health care and emergency medical.

Important Miscellaneous

- Once any invoice is issued by CASA, accommodation is reserved and all cancellation, extension and change of date penalties will apply.
- If guest moves to another unit, building, bedroom, service arranged by CASA, including due to extension, the guidelines and policies remain in effect.
- CASA staff members can enter all premises of shared accommodation at any time without prior notice.
- CASA is not responsible for nor held liable for visa delays, lost or stolen property or for personal injury or death.
- All prices quoted are in Canadian dollars.
- Depending on the credit card brand, guest may be charged and reimbursed in USD. Please check the exchange currency used by credit card.
- Policies and Guidelines and Price List and Frequently Asked Questions together contain required information. Most recent publication of any, supersedes.

Footnotes

¹ Please refer to Price List for current pricing

Please sign and date, indicating you have fully read, understand, and agree to CASA Guidelines and Policies.

Signature: _____

Date: _____

CASA – Shared Accommodation Application Form

Agency:

School:

> Student Information

Main applicant first name:

Main applicant last name:

Pets: Yes No CAD 350.00 (Fumigation Fee will apply)

Birthdate (dd/mm/yy):

Age:

Gender:

Female

Male

Other

Citizenship:

Email:

Main Phone Number:

Mobile:

Emergency Contact:

Emergency Phone Number:

Address:

City:

State:

Postal Code:

Country:

> Accommodation Information

Start date (dd/mm/yy):

End date (dd/mm/yy):

Number of Weeks:

Occupancy: (Please select one of the following)

Casa Viva

Shared Bedroom / Shared Bathroom

Private Bedroom / Shared Bathroom

Single Room / Private Bathroom

Granville House

Shared Bedroom / Shared Bathroom

Private Bedroom / Shared Bathroom

Casa Pearson

Shared Bedroom / Shared Bathroom

Private Bedroom / Shared Bathroom

Casa YWCA

Single Room / Shared Bathroom (Sep - Apr)

Single Room / Shared Bathroom (May - Aug)

Single Room / Semi-Private Bathroom (Sep - Apr)

Single Room / Semi-Private Bathroom (May - Aug)

Arrival date (dd/mm/yy):

Time:

Airline:

Flight #:

Departure date (dd/mm/yy):

Time:

Airline:

Flight #:

Airport pick-up: Yes No

Airport Drop-off: Yes No

Parking required: Yes No (Fee will apply)

Dedicated Internet: Yes No (Fee will apply)

*The rent already includes internet. Recommended just if you work or use more than the average.

> General Information

Do you require any personal need accommodations due to any physical disability, mental impairment, learning disability, mental disorder, allergies or medical issue?
If yes, what personal need accommodations do you require?

Yes

No

Do you have any allergies or take any medications or have any medical issues we should be aware of in the event of a health emergency?
If yes, please specify.

Yes

No

> Signature

I confirm that I have read, understood, and agree with the Registration Package rules of CASA and the information given on this form is true, complete and accurate.

Guest Signature:

Date (dd/mm/yy):

*(CT does not accept registrations if not signed by the student)

Applicant's Full Name:

> Security Deposit – CAD\$250 Credit Card Information

Card Holder's Name:

Credit Card Number:

Expiry date (mm/yy):

CVC/CWV code*

**Amount in Canadian Dollars:

* The CVC/CWV code is a three or four (MasterCard, Visa, Amex) digit security code on your credit card.

**We do not charge 4% on payments regarding Security deposit. We will only charge the security deposit if availability is confirmed for the requested dates.

Please tick to agree to our Terms and Conditions (This field is required)

**Thank you for choosing CASA as
your accommodation provider!**

