



# CASA RESIDENCE

## POLICIES AND GUIDELINES

### The path through CASA Private Apartments and Shared Residences

Step	Time Frame	Actions
1	Application Process	Complete Registration <ol style="list-style-type: none"> <li>I. Complete and sign the application form</li> <li>II. Read and sign the Policies and Guidelines for CASA Student Residences</li> <li>III. Submit via email the completed Registration form to CASA</li> </ol>
2	Within 48 business hours after receipt of the complete Registration form	CASA will: <ol style="list-style-type: none"> <li>I. Confirm the Availability</li> <li>II. Process Accommodation Placement fee (if availability confirmed) Casa Student Housing Service to provide residences in Toronto and Vancouver. Please note that you will receive the Casa Accommodation Placement fee form in order to book your accommodation.</li> <li>III. Send Receipt to the Student/Reseller for the Accommodation Placement fee.</li> </ol> <p><i>Please note that once the invoice is sent, accommodation is reserved and all cancellation, extension and change of date penalties will apply.</i></p>
3	4 to 6 weeks prior to arrival	Submit your flight details <a href="#">Casa Checkin, Pre-Arrival form</a> CASA will send: <ol style="list-style-type: none"> <li>I. Accommodation Confirmation Details</li> <li>II. Airport Drop Off/Pick Up Confirmation Letter (if requested)</li> </ol>
4	Arrival date	Check-in time will be informed on the confirmation letter
5	Date of departure	Check-out by 10 am
6	After Check-Out	CASA will inspect the student's unit



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### Registration Agreement

Please read carefully and sign the Policies and Guidelines for Casa Student Housing Service Policy and Guidelines.

### Our Application of Rates

Rates are per Casa student. For additional students or a guest, please contact [accommodation@casacanada.com](mailto:accommodation@casacanada.com). We may charge an additional fee per student or guest.

- Weekly prices are charged Saturday-to-Saturday or Sunday-to-Saturday.
- For weekly rates, the minimum stay is 4 weeks.
- Extra nights are not available at a daily rate.

### Payments

Once the accommodation confirmation is sent, all cancellation penalties will apply. All invoices must be fully paid in advance. It is the student's responsibility to ensure the payment is received on time.

### Airport Pick-up/Drop-off

Airport pick-up and drop-off are available for an extra cost. Please contact Casa Global Sales Support team at [accommodation@casacanada.com](mailto:accommodation@casacanada.com).

### Cancellation and late notice handling fees

If a student needs to cancel their stay BEFORE the check-in date, please advise Casa in writing as soon as possible. The timing of when Casa receives the written notice determines if/what penalties may occur. An \*accommodation placement fee is non-refundable once the placement letter has been issued.

If a student needs to leave earlier, the student needs to contact you immediately and be advised of the decision, as penalties are determined based on the timing of notification.

### Check-in

The check-in time is available on the confirmation letter. If students arrive earlier than check-in, they cannot enter their unit. They are welcome to be comfortable in the lobby (101 Lawton Boulevard). Early check-in can be arranged ahead of time, depending on availability. Please contact [accommodation@casacanada.com](mailto:accommodation@casacanada.com).



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#### **Extension**

If a student decides he/she would like to stay longer, the student/reseller must email us as soon as possible to advise Casa about his/her extension notice. Casa will check availability first, and we will inform the student.

Once the extension invoice is issued, all cancellation charge policies are applicable. Our official confirmation of an extension will be informed after the student's payment is processed.

#### **Late Extension**

The student may be asked to move to a different room, unit, or building to accommodate the request. All policies and guidelines remain in effect.

#### **Check-out**

Check-out time is by 10 am. It is the student's responsibility to:

- leave the unit clean and tidy
- take all personal belongings
- dispose of all garbage

#### **Service includes**

##### *Rent*

A furnished apartment, pillows, linens, blankets, cable TV, local phone calls, wireless Internet (not used to download movies, online gaming, or business purposes), hydro, utilities, and basic weekly cleaning.

##### *Cleaning*

Casa offers a weekly basic cleaning service. This is a light cleaning service only as this is apartment living, not hotel living. Students are responsible for keeping the unit clean and tidy and disposing of garbage, recycling, and composting.

##### *Airconditioning and Heating*

Cooling and heating are provided in all units. Bedrooms are not equipped with an air conditioner. By law, during the cooler seasons, a minimum air temperature of 21°C must be maintained in all dwelling unit areas.



## CASA RESIDENCE POLICIES AND GUIDELINES

### **Service NOT includes**

The rent includes only the cost of your stay. Additional facilities and services, such as laundry, may be available at extra cost. Casa will not provide cleaning supplies such as detergent or plastic bags or any items of personal hygiene, such as shampoo, hand soap, or toilet paper which are each student's responsibility.

### **Laundry**

Laundry machines are available for student use at their own expense in the building. Students need to provide their laundry detergent and softener.

## **Residence Conduct**

### **Unit/Suite Changes requested by Casa:**

Casa may request that students change units for various practical reasons (maintenance, logistics, availability, etc). Casa will provide notice and make every effort to ensure comfort and security for each student.

### **Unit/Suite Changes requested by Students:**

If a student requests a move to another unit, Casa will evaluate the situation according to availability and reasonable cause.

### **Storage/Safe boxes:**

Each apartment and bedrooms are similar but may offer different storage layouts. All units have enough room for students to store belongings if they are light travellers. There are no safe boxes in the apartments and each student 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.

### **Lost or stolen:**

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 the police. If students require better protection for some valuables, consider renting a safety deposit box at one of the many banks nearby.



## CASA RESIDENCE POLICIES AND GUIDELINES

### Residence Conduct

#### **Damages:**

All appliances and furniture are to be kept in their original condition. Students are not allowed to remove, repair, paint or perform any other unit alteration. If a student/reseller causes any damage to the premises, furniture, or appliances, they will be charged the cost of its repair or replacement. Casa will issue an invoice to cover the damages.

#### **Visitors:**

Visitors are allowed. They are the student's responsibility, and visitors are expected to follow Casa guidelines and policies as applicable. Parties are not permitted.

#### **Quiet Hours:**

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

#### **Smoking/Vaping and Cannabis:**

Smoking/Vaping and Cannabis are NOT permitted anywhere inside the units or anywhere in the building, including balconies, fire escapes, or rooftop patios. Penalty fines for non-compliance will be applied without warning.

By law, individuals must smoke at least 6 meters away from the entrance of any building in the city. Penalty fines for non-compliance will be applied as enforced by the city of Toronto/Vancouver and Casa Student Housing Service.

#### **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 a refund.



## CASA RESIDENCE POLICIES AND GUIDELINES

### **Violence and Harassment:**

Fighting, bullying, teasing, acts of violence or aggression, and harassment are not tolerated and will result in the expulsion of the student/resellers involved without a refund.

### **Personal Needs/Special Requirements:**

Please advise Casa of any personal needs on the application form to ensure proper accommodation and best serve the student. We need to be aware of any physical disability, mental impairment, learning disability or mental disorder in advance.

In order to provide a safe, fair, respectful, and comfortable stay for all students, penalty fines are imposed for failure to comply with policies and guidelines. Failure to comply will result in a discussion, verbal warnings, written warnings, and penalty fines, and may even result in students being asked to vacate the premises. Students can be evicted for failure to follow the guidelines. Violence, harassment, disorderly conduct, or any act causing danger or harm or potential harm to students, property damage, use of illegal substances, unpaid bills, and unwelcome visitors are all grounds for immediate dismissal without a refund.