

CASA Residence Policies and Guidelines

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

Step	Time Frame	Actions
1	Application Process	<p>Complete Registration</p> <ol style="list-style-type: none"> Complete and sign the application form Casa Registration form & code of conduct (jotform.com). Read and sign the Policies and Guidelines for CASA Student Residences Submit via email the completed Registration form to CASA
2	Within 48 business hours after receipt of the complete Registration form	<p>CASA will:</p> <ol style="list-style-type: none"> Confirm the Availability 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. Send the Receipt to the Student/Reseller for the Accommodation Placement fee. <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 before arrival	<p>Submit your flight details Casa Check in, Pre-Arrival form</p> <p>CASA will send:</p> <ol style="list-style-type: none"> Accommodation Confirmation Details Airport Drop Off/Pick Up Confirmation Letter (if requested)
4	Arrival date	Check-in time is on Saturday at 4:00 PM and onwards, please arrange your flight based on residences check-in time.
5	Date of departure	Check-out on Saturdays by 10 am
6	After Check-Out	CASA will inspect the student's unit

Registration Agreement

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

- The placement fee is non-refundable and is charged per student.
- A change of room/residence fee applies when requesting a room or residence change.
- Airport transport services are available for an additional cost and should be requested in advance.
- The first 4 weeks and placement fee are non-refundable.

Our Application of Rates

Rates are per Casa student and are in Canadian dollar.

For additional students, guests, or more information, don't hesitate to contact our global sales support at booking@casacanada.com

- We charge an additional fee per guest (not in all residences is possible)
- Weekly prices are set from Saturday to Saturday.
- The minimum stay is 4 weeks.
- Extra nights are not available at a daily rate. One extra night equals one week's accommodation.

Payment

All invoices must be fully paid in advance in 4 weeks. It is the student's responsibility to ensure the payment is received on time. For "à la carte" bookings, payment must be made 61 days prior to arrival. If the booking is confirmed within this period, payment must be made as soon as possible to avoid cancellations.

Change of date, before the arrival

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

We can change the student's check-in and check-out date without an extra cost the first time, only if it is advised 4 weeks in advance. For "à la carte" bookings, a change of dates may result in a change of rates.

Formal Written Request Received	Penalty Charge
More than 4 Weeks in advance of the check-in date and first request (first time)	No Charge
More than 4 Weeks in advance of the check-in date and first request (second time)	\$50 change fee
Less than 4 weeks in advance of the check-in date	Charged up to 4 weeks from the original expected date of arrival

Cancellation, before the arrival

If the student cancels the accommodation service before their arrival, the student needs to advise in writing as soon as possible. The timing of when the Student Housing Services receives the written notice determines if/what penalties occur. À la carte cancellations made less than 61 days in advance of checking will be subject to penalties. Bookings confirmed within the 61-day period and cancelled during this time will also incur penalties.

Formal Written Request Received	Penalty Charge
4 week-advance (+) notice	the placement fee (\$250)
Less than 4 week-advance notice	4 week-accommodation and the placement fee (\$250)
Visa denied	The placement fee (\$250)

A la carte booking (Vancouver Residence with Variable rate) requires 61 days' notice.

Shorten, after the arrival.

If the 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.

*The first 4-week is not refundable.

Formal Written Request Received	Penalty Charge
The first 4 Weeks are non-refundable	
4 Weeks' notice in advance of the new check-out date	No charge – Refund will be computed
Less than 4 weeks' notice of the new check-out date	4 weeks accommodation

All cancellations for a la carte booking (Vancouver Residence with Variable rate) will result in the forfeiture of any payments already made.

Extension

If the student decides he/she would like to stay longer, the student must contact the Student Housing staff as soon as possible to advise about his/her extension notice. We will check availability first and inform the student. We cannot guarantee the extension in the same room or residence. Extensions are based on availability.

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-in and Check-out

The check-in time is available in the confirmation letter. **Students arriving earlier than their check-in cannot enter their unit.** All the residences are different from one another; please check with the Student Housing team to see if there is a waiting area at your residence where you can wait.

The check-out at residences is on Saturday by **10 AM**.

It is the student's responsibility to ensure:

- Your kitchen cupboard is empty and clean.
- You do not leave any food or drinks that belong to you inside the fridge or the cabinets.
- Your bathroom cupboard is empty and clean.
- Your bedroom wardrobe is empty and clean.
- All garbage must be disposed of in the chute, not left in the unit.

Services included

Rent

A furnished apartment, pillows, linens, blankets, wireless internet (not used to download movies, online gaming, or business purposes), hydro, and utilities.

Cleaning

All our residences have a different cleaning services and schedule. Not all residences provide cleaning service. Always check with the Student Housing team to know about the cleaning service in your residence. The primary responsibility in keeping the unit clean rests on the students and their housemates. When there is no cleaning service provided, weekly inspections will be conducted by housing staff.

Air Conditioning and Heating

Our residences provide different types of services regarding heating and air conditioning. Please check with your residence if your accommodation includes those services. By law, a minimum air temperature of 21°C must be maintained during the cooler seasons in all dwelling unit areas.

Services NOT included

The rent includes only the cost of your stay. Additional facilities and services, such as laundry, may be available at an extra cost. The Student Housing Services 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

Some residences provide laundry rooms inside the building, and some are outside. Please always check with your residence to know about the laundry facilities.

Tenant Insurance

Please be advised that our insurance does not cover tenants (students). By booking a residence, students acknowledge that the landlord or CASA will not be responsible or liable for any losses or damages to the student's property during their stay. The students assume this risk and may elect to purchase their own insurance.

Residence Conduct

Unit/Suite Changes requested by Casa Student Housing Service:

The Student Housing Services may request that students change units for various practical reasons (maintenance, logistics, availability, etc.). We 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 to move to another unit, we will evaluate the situation according to availability and reasonable cause.

****A change of room fee will be applied****

Storage/Safe boxes:

Each apartment and bedroom are similar but may offer different storage layouts. All units have enough room for students to store belongings if they are light travelers. Each student is responsible for keeping their valuables.

Some residences might not provide locks in the bedrooms. The students can purchase this service directly with the residence at an extra cost.

Lost or Stolen:

We will not be held liable for any lost or stolen items and are not responsible for your belongings. Loss by 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.

Damages and Lost Keys:

All appliances and furniture are to be kept in their original condition. Students cannot remove, repair, paint, or alter any other unit. If a student/reseller causes any damage to the premises, furniture, or appliances or lost keys and fobs, they will be charged the cost of its repair or replacement. We will issue an invoice to cover the damages.

Visitors:

Students are allowed a maximum of 1 visitor per student, but only in the unit's common areas. They are welcome anytime between 8 am and 9 pm. Visitors are not permitted to stay overnight. **You will be charged a penalty fee if a visitor stays overnight.**

Please remember you share the unit with other guests; please respect their space and let them know when you bring a visitor. Residents are responsible for the visitors in and ensuring they follow the guidelines of the residence. Visitors are only permitted in the unit/building with a resident in attendance. Parties are not allowed. We reserve the right to enforce visitor restrictions.

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. **We do not allow parties.**

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 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 Services.

Drugs or Illegal Substances:

Drugs or illegal substances are forbidden on the premises; following this policy will result in immediate expulsion without a refund.

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 Student Housing Services of any personal needs on the application form to ensure proper accommodation and to best serve the student. We need to be aware of any physical disability, mental impairment, learning disability, or mental disorder in advance. Please do so to avoid a residence change or a disqualification for the Accommodation Program.

Non-Emergency Use of Emergency Line & Guest Access Policy:

A service fee may apply for any calls made to the emergency line that are determined not to be genuine emergencies. The emergency line is strictly reserved for urgent situations. Students are not permitted to share their buzz number with food delivery services. They are fully responsible for retrieving their own deliveries from the building entrance. Additionally, students must ensure they personally open the door for their guests; staff are not responsible for granting access to visitors.

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, and written warnings first and escalate to penalty fines. 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.

We Thank you for your understanding and cooperation.