

## The rooms

### Size

In the Netherlands the size of a student room is generally rather small. The surface of the rooms on offer are approximately 12 meters at the Prof Verbernelaan and around 14 meters at the Goirkestraat. Besides your room you also have access to all shared facilities.

### Prices

The all-in monthly rent of a room includes the rent for your room and services. The all-in monthly rent varies based on the square meters of the room combined with the square meters of the shared facilities and the state of the room and house. The included services in the all-in monthly rent are:

- Gas
- Electricity
- Water
- Internet
- Television (in the living room)
- Maintain services
- Local taxes
- Furniture

### Inventory

All shared facilities include a package of basic inventory. Please be aware that the inventory might be second hand. A list of included inventory:

- Pots and pans
- Plates and cups
- Kitchen utensils
- Glasses
- Cutlery

### Furniture

All rooms are furnished. This means that the rooms – at least - include:

- Bed
- Mattress
- Desk + lamp & chair
- Wardrobe

When you reserve a room via WonenBregburg you will pay € 45,- for a brand new linen package. You will find this package in your room on the day of arrival.

The package includes:

- One pillow

- One pillowcase
- One mattress sheet
- One quilt
- One quilt cover

### **House regulations and cleaning policy**

In the Netherlands there are no standard cleaning regulations for student accommodation. Therefore, cleaning your room is fully your own responsibility.

Together with your housemates you are responsible for cleaning all shared facilities. In most student houses the housemates create a cleaning schedule. In this schedule all weekly tasks are assigned to one of the housemates. In this way the tasks are equally spread. Disputes about cleaning the shared facilities are the responsibility of all housemates. Your landlord can decide to take action by ordering a cleaning company to clean-up the house after one official warning. Make no mistake, all costs will be billed upon you and your housemates and there is no discussion possible.

### **Integration**

Your international experience will only be complete when you learn a lot about the traditions and cultures of other international students. The best way to get to know each other is by living together. In order to maximize your international experience Yourstudentroom.nl stimulates integration between international students from all over the world. Living in our houses becomes a beautiful and interesting international experience!

### **Fair play**

Our reservation system automatically creates international houses with a broad variety of cultures. This means that there will be no houses with a majority of the same nationalities.

## FAQ

### Your payment

#### **Payment method**

You can only complete a room reservation with the use of a credit card. No other payment methods are accepted or possible.

After you completed all the necessary payment steps you will be automatically receive a copy of the tenancy agreement in your email. It's also possible to show the details of your reservation at the 'my details' page in your account at [www.yourstudentroom.nl](http://www.yourstudentroom.nl)

### Arrival in Tilburg

#### **I will arrive after the official Registration Days, where can I pick up my room key?**

When you will **arrive after the registration days** you should come to one of our offices. You can pick up your room key at the office of the housing company. Unfortunately, there will be no transportation available after the registration days to take you to your accommodation. Make sure you make an

appointment by email ([shortstay@wonenbreburg.nl](mailto:shortstay@wonenbreburg.nl)) to be sure that you can pick up your key. Please note that it is not possible to pick up your room key during the weekend.

### **I will arrive before the official Registration Days, where can I pick up my room key?**

Unfortunately it is **not possible** to pick up your keys **before the official registration day(s)**. We need some time for cleaning, maintenance, linen packages and other preparations. We do our utmost to arrange everything in time to give you a warm welcome in Tilburg. If you are planning to arrive before these days, we advise you to book a hotel for the first night(s) in Tilburg.

### **Is my friend allowed to pick up my room key?**

You are the only person who can pick up your room key. As a housing company we are not allowed to give the keys to your friend.

### **What will we discuss during the Registration Day?**

During the Registration Day we will welcome you at Tilburg. We will explain some procedures, answer your questions and of course we will give you your room key.

For more information about the complete program of the registration day please contact Tilburg University.

## [Early termination request](#)

### **I'm willing or I have accepted an internship in another city, can I terminate my tenancy agreement?**

It is not possible to terminate your contract because of an internship. Making the decision to accept an internship is your own responsibility. Only in special circumstances it is possible to terminate your tenancy agreement or to cancel your reservation. Please do check the Terms and Conditions for detailed information about terminating your tenancy agreement.

### **Would it be possible to move-out before the final date of my tenancy agreement?**

If you are planning to leave Tilburg before the final date of your tenancy agreement you will be obligated to pay all remaining amounts of rent. Please contact us if you decide to leave before the final date of your tenancy agreement to discuss the procedures regarding your key, etc.

Please do read the information about cancellation of your reservation which is mentioned in the Terms and Conditions carefully.

## [Housemates & Responsibilities](#)

### **How do I find out who my roommates are?**

In most cases you will meet your roommates upon arrival so you have to be a little bit patient. We can provide the email address of your housemates if you and they gave us permission to share the email address. Of course you can always try to find your future housemates via Facebook or social media.

**Who is responsible for cleaning the residence?**

You are responsible for cleaning your own room. Cleaning of the shared areas (such as the kitchen and the living room) is a joint responsibility for all those sharing the residency. The housing companies will check the cleanliness of the shared facilities.

In case the residency is not properly being taken care of, the housing company will give you a warning to clean up the house before the next inspection. In case, the residency is not cleaned after the warning, the housing company can decide to hire a professional cleaning company and hold the students living in the residency accountable for the costs involved.

**Would it be possible to stay in the same residence as my friend?**

It is possible to stay in the same residence however you have to arrange it yourself.

Only students can make reservations by and for themselves, therefore this can not be arranged for you. We advise you to arrange it together as soon as the reservation system opens. If you and your friend make a reservation at the same time, you will probably be able to reserve rooms either in the same residence or at least in the same building.

**Would it possible to rent a room/studio together with my partner or a friend?**

It is not possible to rent a room together. All rooms offered via yourstudentroom.nl are for single use only. Unfortunately we do not offer apartments at yourstudentroom.nl.

## Invitation

**How can I access my personal account?**

As soon as Yourstudentroom.nl receives the news that you are accepted as a student of Tilburg University, your name will be added to the database. You will receive an invitation e-mail. This invitation e-mail gives a link to sign in and make a reservation.

**When will I receive my invitation e-mail?**

Students that will start in August - the fall semester intake - will receive an invitation e-mail **July**.

Students that will start in January - the spring semester intake - will receive an invitation e-mail in **November**.

Please note, yourstudentroom.nl will only send you an e-mail after we received the confirmation of your acceptance from Tilburg University. If you didn't receive an e-mail we advise you to check your inbox AND your unsolicited e-mail (spam) before contacting Tilburg University via [studenthousing@tilburguniversity.edu](mailto:studenthousing@tilburguniversity.edu).

**Who will receive an invitation e-mail?**

Exchange students and foreign Degree students of Tilburg University will receive an invitation e-mail.

### **Why did I not receive my invitation?**

There are three possibilities.

1. You provided the Application Form of Tilburg University with the wrong e-mailaddress. Yourstudentroom.nl uses the e-mailaddresses from the Application Form so please inform [studenthousing@tilburguniversity.edu](mailto:studenthousing@tilburguniversity.edu) and they will inform us.
2. The invitation e-mail of yourstudentroom.nl was bounced by the spam filter of your internetprovider. Unfortunately we are unable to solve this inconvenience for you, therefore it is your own responsibility to check your spam filter regularly.
3. Tilburg University did not yet inform yourstudentroom.nl about your acceptance at Tilburg University. Please ask [studenthousing@tilburguniversity.edu](mailto:studenthousing@tilburguniversity.edu) to inform us and we will send you an invitation.

### **Would it be possible to receive a new invitation e-mail?**

Please contact [shortstay@wonenbreburg.nl](mailto:shortstay@wonenbreburg.nl)

## Rental period

### **How do you know for which period I would like to rent a room?**

Tilburg University informs us about your program. On the Application Form of Tilburg University, you've indicated the period of your exchange (autumn, spring, full-year start autumn). The period noted on your Application Form will be used for your room reservation.

### **Would it be possible to rent accommodation for a different period than the period stated on the website?**

It is only possible to rent accommodation for the fixed rental periods.

## Rental price & payment

### **Are rental prices in Tilburg expensive, compared to other Dutch cities?**

Rental prices in Tilburg are middle-of-the-range, compared to prices elsewhere in the Netherlands. Compared to regular students rental prices in general are higher for international students as the accommodation provided to them is fully furnished; it is cheaper to rent unfurnished accommodation.

The rental price for international students **also includes utilities, gas, water, electricity, taxes, furniture, inventory and internet access**. Dutch students usually rent unfurnished rooms and receive bills for services afterwards. This is a reason why they sometimes pay less rent for a similar room. The rooms at Professor Verbernelaan in Tilburg are between €360 and €400 per month. The rooms at Goirkestraat in Tilburg are between €460 and €550 per month.

### **Can I complete my reservation without a Credit Card?**

Unfortunately it is not possible to pay your reservation without a Credit Card. You will need a Credit Card to finalize the reservation.

We strongly advise you to arrange a credit card in this meantime, either by applying for one or asking a family member or acquaintance to lend their card. Please make sure that your credit card budget limit is high enough to make the reservation.

#### **Can I make a payment with my Credit Card?**

- You can only make your payment with:
- Mastercard
- VISA card
- Maestro
- American Express
- Maestro debitcard
- V-PAY (Visa debit card).

#### **Was my payment successful?**

After you've completed all the necessary payment steps you will receive your tenancy agreement by email.

#### **Which costs are included in the monthly rental fee?**

The all-in monthly rental fee includes the rent, utilities, gas, electricity, water, (local)taxes, maintain services, internet access, furniture and inventory.

In the Netherlands students usually rent unfurnished rooms and receive bills for services and utilities afterwards. If you decide to reserve a room by yourstudentroom.nl you will **not** receive bills for services and utilities afterwards. **Your rental fee is all-in.**

#### **Reservation procedure**

##### **All rooms are rented out. What should I do?**

Unfortunately yourstudentroom.nl is unable to provide any further assistance when all rooms are rented out. Please do check yourstudentroom.nl regularly to check whether there are rooms available. If we don't receive a payment within 48 hours, the room will be available again.

Please check the accommodation webpage of Tilburg University regularly. They will keep this website up-to-date. In case of any questions you can contact their housing office.

If you want to book an unfurnished room you can register at [www.klikvoorkamers.nl](http://www.klikvoorkamers.nl).

##### **My reservation is canceled due to Credit Card problems, why can I not book a room anymore?**

When your reservation failed - for instance because of Credit Card problems - your room will be released by the reservation system after 48 hours. If somebody else directly makes a reservation for the room, it will not be available anymore for you. If it is the last room available, you have bad luck.

##### **Which internet providers supports the website Yourstudentroom.nl properly?**

You can best use the latest version of the providers: Mozilla Firefox, Google Chrome, Safari or Internet Explorer.

The website is best accessible when using a desktop or laptop computer. Mobile devices like iPhone or Android phones result in unreadable small text due to their smaller screens.

### **Would it be possible to change or cancel my reservation?**

Unfortunately, it is not possible to change or cancel your reservation. After you have completed your reservation you will be responsible to pay all monthly rent according your tenancy agreement. Only in special circumstances it is possible to terminate your tenancy agreement or cancel the reservation. Please do check the Terms and Conditions for detailed information.

## Rooms' facilities

### **Are the rooms furnished?**

Yes, the rooms are all furnished. At 'general information' you will find an overview of the furniture (bed, mattress, desk, lamp, chair, wardrobe) and inventory in our houses.

### **Do I have to share my room?**

All rooms we offer are single rooms. You don't have to share your room. Please note that in most cases you will have to share general facilities such as the kitchen, shower and toilet, and the living room. This information will be available per room.

### **Is non-smoking accommodation available?**

In the Netherlands it is not common to have fixed smoking or non-smoking accommodation. Therefore yourstudentroom.nl does not make a difference between these types of rooms.

### **Will my room have internet access?**

All rooms do have internet access.

## Special requests

### **What should I do if I have disabilities / allergy?**

If you have special living requirements, please do not book your accommodation through yourstudentroom.nl. Please contact the University as soon as possible. We will try to find accommodation that suits your specific needs to make it possible for you to live and study in Tilburg.