GENERAL CONDITIONS
ACCOMMODATIONS FOR VISITING PROFESSORS / RESEARCHERS / VISITING PHD STUDENTS OF POLITECNICO DI MILANO
A.Y. 2022-2023

CONDIZIONI GENERALI
ALLOGGI PER VISITING PROFESSORS / RICERCATORI VISITING PHD STUDENTS DEL POLITECNICO DI MILANO
A.A. 2022-2023
1. **DURATION**

Minimum 30 days, depending on the availabilities; Possible extensions of the reservation at the same conditions provided for the current academic year or possible renewals at the conditions provided for the next academic year, for people who still have an ongoing activity at this University, will be upon request and in any case they are not guaranteed, as subject to a check of the availabilities. In any case, the whole length of a stay (including possible extensions or renewals) cannot exceed 12 months from the starting date of the first reservation.

2. **RESERVATION PROCEDURE**

Visiting professors/researchers/temporary research fellows/visiting Phd students who have an ongoing (study/work) relation with Politecnico di Milano or are invited at Politecnico to held temporary didactic or research activities, can book an accommodation after having checked the availabilities.

In order to book an accommodation the guest has to:

☑ at least 20 days before the starting date of the reservation: contact the Housing & Dining Unit opening a ticket at the following link [https://aunicalogin.polimi.it/aunicalogin/getservizio.xml?id_servizio=2305&lang=EN](https://aunicalogin.polimi.it/aunicalogin/getservizio.xml?id_servizio=2305&lang=EN), item “Visiting professors/researchers – research fellows – visiting Phd students”, communicating: profile (visiting professor/researcher – research fellow – visiting Phd student ), department he/she is in contact with at Politecnico di Milano, starting date of the reservation – end date of the reservation, n° of persons, willingness to pay by own the costs of the stay, country of origin; in absence of these information it is not possible to proceed with the next steps of the reservation procedure;
In case of renounce/cancellation, to be communicated to the Housing & Dining Unit at least 7 days before the starting date of the reservation, rents already paid during the reservation procedure cannot be returned.

In case the check-in happens later than the starting date of the reservation, the rent paid for the days not spent in the residence will not be returned. In case of shortening of the reservation period and request of early check-out, rents already paid cannot be returned.

It is not possible to keep as valid the rent paid for periods of stay different from the original scheduled ones.

Accepted payment methods

The first payment concerning the 1st instalment and the security deposit can be done by credit card or, if not possible, by wire transfer.

Concerning the payment of the following instalments: guests non resident in Italy can continue to pay by credit card or, if it is not possible, by wire transfer; guests resident in Italy must mandatorily pay by PagoPA www.pagopa.gov.it, using the instructions included in each invoice sent by the administration.

Before the guest’s arrival it is not possible to modify the starting date of a reservation already confirmed.

3. RENTS, PAYMENTS AND PENALTIES

Rents described in the proposal of accommodation are valid up to 31/07/2023.

The total cost of the accommodation (security deposit excluded) for the requested reservation period is calculated as daily rent*n° of days of the reservation period, (starting date – end date)
It is not possible to postpone the deadlines established for the payments.

In absence of the first payment within the established deadline, the proposal of accommodation expires and the reservation cannot be confirmed.

In absence of a subsequent payment (if required in the schedule) within the established deadline, the guest can use the accommodation only up to the end of the period already paid, then he/she has to leave compulsorily the residence. In such a case the Housing & Dining Unit keeps the deposit as penalty.

Check-in are allowed from Monday to Friday (weekend and national days of holiday excluded) from 9:00 am to 5:00 pm. Possible check-in in hours or days different from the established ones, must be asked in advance and authorized by the Housing & Dining Unit and by the direction of the residence, too. The guest must go to the reception with a valid ID document, (passport/ID card) and with a passport photo.

The assignment of the accommodation is personal and the accommodation is reserved for the person who asked for it and who is responsible for its proper hold and decor. The guest cannot give or sublet the accommodation to anybody else, either temporarily; the guest who lives in a single accommodation cannot host anyone else.

The accommodations for 2 people can be booked for individual use (single) or can expect that the guest will stay there with 1 other person, whose personal details and period of stay have been already declared during the reservation procedure and he/she will be responsible for for all the length of the stay. It is not possible to add in the accommodation personal pieces of furniture, either personal devices for the internet connection or modify the provided equipment. Pets are not allowed.

Possible requests of extension of a reservation in the same academic year must be sent via ticket to the Housing & Dining Unit within the 10th of the month before the one in which the ongoing reservation ends or within the 10th of the month in which the ongoing reservation ends, if the end date of the reservation is between the 15th and the end of the month. The message must have the following subject: REQUEST OF EXTENSION. The Housing & Dining Unit will check the availability of the accommodation for the subsequent period of stay and consequently will tell the the guest if it is possible -and by which procedure- to remain in the same accommodation, recalculating the next instalments and the concerning deadlines for the payments. The possible requested sum useful to balance the cost of the month will be summed to the rent referred to the subsequent month. Stating that in any case it is not possible to remain in the residence in the subsequent month.
Possible requests of shortening the reservation period with an early check-out must be always communicated in advance via ticket to the Housing & Dining Unit within the 10th of the month which precedes the one in which the guest will do the new check-out. The message must have as subject: REQUEST OF SHORTENING. The Housing & Dining Unit re-calculates, where expected, the following installments. In absence of the request sent within the above mentioned deadline, the guest has to pay the costs related to the subsequent month of stay, as previously established in the schedule of the payments. If the guest does not respect the deadlines for such payment, he/she must have to leave compulsorily the residence within the period already paid and the security deposit will be kept as penalty by the Housing & Dining Unit. In any case, rents (or part of rents) already paid will not be returned.

Possible temporary absences of the guest (lasting more than 48h) during the agreed reservation period, and national days of holidays excluded), in the morning (within 10.00 am) and in the presence of the guest, if he/she does not leave the residence compulsorily within the period already paid and the deposit cautelare verra trattenuto come penale dalla Unit Housing & Dining. In ogni caso, le rette (o parti di rette) gia pagate non verranno restituite.

**8. CHECK-OUT**

The guest has to communicate in advance (at least 7 days before the departure) to the direction of the residence and, via ticket, to the Housing & Dining Unit the date of his/her check-out. Following the joint verification of the conditions of the accommodation, the guest and the direction of the residence sign the checkout paper, which states the good condition of the accommodation at the moment of the check-out. In absence of the check out paper, the guest will not be able to ask the refund of the security deposit.

Due to organizational reasons, check-out appointments are held from Monday to Friday (weekend and national days of holidays excluded), in the morning (within 10.00 am) and in the presence of the guest. Given the confirmed reservation period, if the guest expects to leave during the weekend or during the holidays, the direction of the residence will consider if there is the possibility to make with him a PRELIMINARY check-out with verification reserve and a next new inspection after his departure, so that the conditions of the accommodation can be definitively checked.

The guest, at his departure, has to give back the keys of the accommodation. In the room -and in the apartment as well-, the guest has not to leave any personal belonging, food and beverage.

Possible temporary absences of the guest (lasting more than 48h) during the agreed reservation period, and national days of holidays excluded), in the morning (within 10.00 am) and in the presence of the guest, if he/she does not leave the residence compulsorily within the period already paid and the deposit cautelare verra trattenuto come penale dalla Unit Housing & Dining. In ogni caso, le rette (o parti di rette) gia pagate non verranno restituite.

**9. RESTITUZIONE DEL DEPOSITO CAUZIONALE**

La restituzione del deposito cautelare avviene tramite bonifico bancario su conto corrente intestato all’ospite, entro 60 giorni dalla ricezione della richiesta di rimborso completa di tutti i dati. Per chiedere il rimborso del deposito l’ospite deve aprire un ticket alla Unit Housing & Dining, con oggetto “REFUND OF THE SECURITY DEPOSIT”, riportando le seguenti informazioni:

- cognome, nome, codice persona
- denominazione della banca, nome dell’intestatario del conto (=nome ospite), codice IBAN e codice SWIFT/BIC
- e allegando copia di passaporto (o altro documento di identità in corso di validità) e copia del verbale di check-out. L’ospite dovrà preliminarmente aver anche inserito i dati bancari del proprio conto corrente nella sua pagina personale nei Servizi on-line del Politecnico di Milano - sezione DATI>gestione modalità di pagamento>inserimento.

Non è previsto il rimborso in contanti, né su carte di credito.

**10. CAMBIO DI RESIDENZA**

Data la natura transitoria del servizio, l’ospite non può trasferire la propria residenza anagrafica nella residenza universitaria in cui temporaneamente soggiorna, che viene considerata solo come domicilio temporaneo dove essere contattati.
period must be communicated in advance to the direction of the residence and they don't implies any deductions on rents related to the stay, either the assignment of the accommodation to another guest. Every time the guest leaves the residence (also for short periods), must leave the keys of the accommodation in reception.

9. REFUND OF THE SECURITY DEPOSIT

The refund of the security deposit is possible by wire transfer and it is done within 60 days from the receiving of the request of refund with all the necessary information. To ask the refund of the security deposit (by wire transfer to the guest's bank account) the guest has to open a ticket to the Housing & Dining Unit, with the subject "REFUND OF THE SECURITY DEPOSIT", writing the following information: surname, name, person code; name of the bank, name of the person who has the bank account (=guest), IBAN and SWIFT/BIC codes and attaching the copy of the passport (or other valid ID document) and a copy of the check-out paper. The guest must also have already registered the bank details of his/her personal bank account in his personal page of the on-line services of the Politecnico di Milano, section DATA>management of payment methods>inserimento. It is not possible to refund the security deposit in cash, either on credit cart.

10. CHANGE OF THE PERMANENT RESIDENCE ADDRESS

Considering the temporary nature of the service, the guest cannot change his/her permanent residence address using the one of the university residence he/she stays temporarily, considered only as a temporary domicile where to be contacted.

11. DAMAGES AND SANCTIONS

Sanzioni e risarcimenti per eventuali danni causati dall'ospite e accertati dalla direzione della residenza durante il check-out o durante il soggiorno devono essere pagati dall'ospite secondo quanto previsto dal Regolamento delle Residenze Universitarie del Politecnico di Milano; in tal caso l'importo verrà pagato direttamente dall'ospite o –se non possibile– dedotto dal deposito cauzionale. L'ospite è inoltre responsabile per i suoi visitatori o per le persone che ospita in sua presenza. Qualora non sia possibile stabilire il responsabile di un danno, l'ospite sarà considerato responsabile al pari degli altri ospiti della residenza.

12. CHANGING OF ACCOMMODATION

Nel periodo di validità della prenotazione, non sono consentiti cambi di alloggio, come pure di residenza universitaria. La direzione della residenza, in accordo con la Unit Housing & Dining, può decidere di assegnare e spostare l'ospite in un alloggio differente (se disponibile) per cause di forza maggiore, senza modificare le condizioni e i termini della prenotazione. In tal caso, l'ospite deve lasciare l'alloggio, restituire le chiavi e fare il check-out dall'alloggio precedente e il check-in nel nuovo alloggio, dove permanerà per il periodo stabilito.

13. RESPONSABILITIES

La Unit Housing & Dining e la direzione della residenza non sono in alcun modo responsabili per eventuali danni o furti degli effetti personali degli ospiti, in qualsiasi luogo della residenza essi accadano. La Unit Housing & Dining e anche la direzione della residenza non sono responsabili per interruzioni accidental dei servizi abitualmente offerti. Per eventuali richieste di manutenzione e riparazione, gli ospiti debbono riferirsi alla direzione della residenza, che darà istruzioni in merito a come inoltrare la richiesta ai servizi preposti. Il personale del Politecnico e della direzione della residenza può entrare negli alloggi per ispezioni o lavori di manutenzione e pulizia secondo le modalità e nei casi previsti dal vigente Regolamento delle Residenze Universitarie del Politecnico di Milano. Non è possibile, se non in caso di malattia dell'ospite, richiedere la sospensione del servizio di pulizia.

14. REGOLAMENTI

Tutti gli ospiti, nel confermare la prenotazione accettano le presenti Condizioni, il Regolamento delle Residenze Universitarie del Politecnico di Milano e gli eventuali ulteriori protocolli determinati in relazione a situazioni specifiche e contingenti, pubblicati qui https://www.residenze.polimi.it/legislazione/.
All the guests, in confirming their reservation, accept these Conditions, the Politecnico di Milano University Halls of Residence regulations and possible further protocols set in accordance with specific and contingent situations, published here: https://www.residenze.polimi.it/en/regolamento/

**14. REGULATIONS**

residence, which will give them the instructions about how to correctly send the request to the services in charge. Persons working for Politecnico di Milano or for the direction of the residence can come in the accommodations for visits, inspections, maintenance or cleaning works according to the provisions of the Politecnico di Milano University Halls of Residence regulations. It is possible to ask the suspension of the cleaning service only in case of illness.

**HOW TO:**
To enroll in the on-line services: https://www.polimi.it/en/ > Tools > Online services
Once registered, check to have added all the required information. **To enter the personal bank details in the Online Services:** go to the personal page in the Online Services using the person code/password > select Data > select Management of payment methods > select Inserimento
**To open a ticket and contact the Housing & Dining in order to manage all the aspects of the reservation:** https://aunicalogin.polimi.it/aunicalogin/getservizio.xml?id_servizio=2305&lang=EN choosing the item “Visiting professors/researchers – research fellows - visiting Phd students”.

**COME FARE PER:**
Per registrarsi ai servizi on-line: www.polimi.it > Strumenti > Servizi on-line. Una volta registrato, controlla di aver inserito tutte le informazioni richieste
**Per inserire i propri dati bancari nei Servizi on line:** entrare nella propria pagina personale dei Servizi on line con codice persona e password > Dati > Gestione modalità di pagamento > Inserimento.
Per aprire un ticket e contattare la Unit Housing & Dining al fine di gestire tutti gli aspetti legati alla propria prenotazione, collegarsi a questo link https://aunicalogin.polimi.it/aunicalogin/getservizio.xml?id_servizio=2305&lang=EN, scegliendo l’item “Visiting professors/researchers – research fellows - visiting Phd students”.