

# GUIDE FOR RESERVING FULL-RATE ACCOMMODATION

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## 1. General information

This guide explains how to reserve full-rate accommodation and provides information on check-in/out, deposit return and cancellation procedures.

Accommodation is only available to students who are enrolled or intend to enrol in one of the following programmes at Politecnico di Milano:

- ✓ Laurea programme
- ✓ Single-cycle Laurea Magistrale (equivalent to Master of Science) programme
- ✓ Laurea Magistrale programme starting in first or second semester
- ✓ PhD programme and specialising research course (**if not recipient of another scholarship or Temporary Research Fellowship**).
- ✓ International students who are part of an international mobility programme.



For students enrolling in the first year of any programme, the reservation deadline is earlier than the registration or enrolment deadline. You will still be able to reserve a place in our halls of residence, but please note that in the event that you do not enrol at Politecnico or do not obtain an entry visa, the amount paid for the accommodation reservation will not be refunded. **Students are therefore urged to be cautious when applying for accommodation**

By reserving accommodation in Politecnico di Milano's halls of residence, you agree to comply with the University Residence Regulations currently in force, which can be found in the [regulation](#) section of the residences' website.

## 2. Requirements and rules

### Requirements

To reserve your accommodation, you must:

- ✓ be enrolled in the current academic year.
- ✓ be 18+ years of age on the date of arrival at the halls of residence; otherwise the student must be accompanied by a parent or legal guardian who must check in with the student and must sign the check-in form. In addition, the student must present a consent form for minors signed by their parents as well as photocopies of their identity documents.
- ✓ have no outstanding financial debt towards Politecnico di Milano.
- ✓ **not have applied for accommodation at preferential rate.** Students who have reserved accommodation at full rate and have also applied for accommodation at preferential rate through the DSU call will have to pay for both should they receive them and accept the allocation.

### Rules

**It is forbidden, even temporarily, to transfer one's registered residence to Politecnico di Milano's housing facilities.**

- ✓ Allocated rooms and/or halls of residence cannot be changed.
- ✓ **Single and double rooms with a communal bathroom are only occupied by students of the same gender.** In non-single gender residences (arranged into single and double rooms in a flat, with communal bathroom and kitchen), **priority is given to students of the same gender**; each residence (but not the bedroom) may be occupied by persons of a different gender only if absolutely necessary.
- ✓ If the student leaves for more than 48 hours, he/she must notify the residence manager by e-mail and their absence does not give rise to any reduction in the accommodation deduction.
- ✓ **Checking out earlier than the allotted time slot does not entitle you to a refund** except in the cases outlined in the relevant section.

### 3. Reserving procedures

Students who have already enrolled or who intend to enrol at Politecnico di Milano can reserve accommodation at full rate, subject to availability, by following the procedure on the online reservation system at <https://www.residenze.polimi.it/en/>.

To reserve your accommodation, you must:

- ✓ log on to the reservation [platform](#).
- ✓ If you already have Politecnico di Milano login details, click on the LOGIN button; otherwise, you will need to register with the university's online services portal by clicking on the REGISTRATION button and then login.
- ✓ check availability, choose halls of residence, room type, period to be reserved, payment method and save reservation.



**If you click on SAVE and you do not receive a reservation, this means that in the meantime another reservation request has been finalised for that accommodation by another student.**

- ✓ Make the payment within 24 hours to confirm the reservation, otherwise the reservation will be cancelled and the slot may be reserved by someone else.

Payment must be made via **pagoPA**, in one of the following ways:

- ✓ **One-off payment:** by paying the full amount (which will be discounted if paid as a one-off payment) and the security deposit (if due and therefore not paid in previous years).
- ✓ **Bimonthly instalments:** by paying, at the time of reservation, the first of 5 instalments for the whole year or the first of 3 instalments for the single semester (and the security deposit, if due).

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**Reservations are confirmed within 48 hours.**



**Once the reservation has been made, it will not be possible to change the reservation period from annual to six-monthly and vice versa.**

#### Periods available

- ✓ Annual reservation
- ✓ 1st semester reservation
- ✓ 2nd semester reservation

The dates of the individual periods will be published on the website in the reservation section for full-rate students.

#### When to make an annual reservation and when to make a reservation for the first semester

Reservations for the **WHOLE YEAR** or for the **FIRST** semester will open at the **end of June/beginning of July**: the date will be published on the residences' website home page by **mid-June**.

Only full-rate students who are in one of Politecnico residences during the semester which immediately precedes the period they intend to book (i.e., in the residence as of May 31st) will have priority over new students when reserving.

Those who participate in an international mobility program during the semester immediately preceding the booking, unlike during previous years, will not be able to access priority booking, but will need to book during the same stage as new guests.

**NB:** For annual and first semester reservations, there will be three stages:

**Stage 1:** reserved for any student who is already our guest who wishes to confirm the same type of room in the same halls of residence

**Stage 2:** reserved for students who are already residents and wish to change their room type in the same halls of residence or change halls of residence

**Stage 3:** reserved for new students

### When to make a reservation for the second semester

Reservations for the **SECOND** semester will open in **January**: the date will be published on the residences' website home page by the end of **December**.

Only full-rate students who are in one of Politecnico residences during the semester which immediately precedes the period they intend to book (i.e., in the residence as of December 31st) will have priority over new students when reserving.

Those who participate in an international mobility program during the semester immediately preceding the booking, unlike during previous years, will not be able to access priority booking, but will need to book during the same stage as new guests.

**NB:** For reservations in the second semester, there will be two phases:

**Stage 1:** reserved for any student who is already our guest who wishes to confirm the same type of room in the same halls of residence

**Stage 2:** reserved for new students and any student who is already our guest who wishes to change their room type in the same halls of residence or change halls of residence.



The pre-emptive right on the reservation does not guarantee confirmation of the accommodation. Places occupied by full-rate students and not confirmed by pre-emptive right holders will be made reservable via the portal.

If during the year places that were initially allocated to other students should become available, they will be put on offer at full rate, but cannot be reconfirmed for the following year.

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**NB:** Students cannot choose their room or roommate: the allocation will be made by the H&DUnit.

## 4. Security deposit, payment method and deadlines

Reservations require payment for the entire reserved period (annual or six-monthly), regardless of the date of actual arrival at the halls of residence, and the payment of a non-interest-bearing **security deposit, the amount of which will be established annually and published on the website in the rates section**. If the security deposit has already been paid in previous years and has not been refunded, the student does not need to pay it again.

It is possible to pay in a lump sum or in instalments, but only via the **PagoPA** platform by following the instructions published [in the relevant section of the website](#).

**Once the payment method has been selected, you will not be able to change it.**

The ONE-OFF PAYMENT is made in full at the time of reservation, within 24 hours of the request; the INSTALMENT PAYMENT, on the other hand, involves the payment of a first instalment at the time of reservation and the payment of subsequent instalments according to the following deadlines:

### Payment deadlines for an annual reservation

the **1st** instalment is paid at the **time of reservation**

the **2nd** instalment is requested at the beginning of **October**,

the **3rd** instalment is requested at the beginning of **December**,

the **4th** instalment is requested at the beginning of **February**

the **5th** instalment is requested at the beginning of **April**

Each instalment is to be paid within 15 days of issue.

### Payment deadlines for first semester reservations

the **1st** instalment is paid at the **time of reservation**

the **2nd** instalment is requested at the beginning of **October**

the **3rd** instalment is requested at the beginning of **December**

Each instalment is to be paid within 15 days of issue.

### Payment Deadlines for second semester reservations

the **1st** instalment is paid at the **time of reservation**

the **2nd** instalment is requested at the beginning of **April**

the **3rd** instalment is requested at the beginning of **June**

Each instalment is to be paid within 15 days of issue.



The six-monthly reservation for the first semester will only be available until mid-November; after this date, only the annual reservation with lump sum payment will be available.

For the second semester, however, it will only be possible to make reservations with instalment payments until **mid-March 2023**. After that date, only lump sum payments will be possible.



**Failure to pay the fee by the deadline will result in a 10% late payment interest on the instalment. Failure to pay the instalment + late payment interest will result in the initiation of debt collection proceedings, which may go as far as freezing your academic year. In order to have this freezing undone, the student must correct the situation by paying the debt by the deadline set for enrolment in the degree exam.**

## 5. Rates

The rates of Politecnico di Milano accommodation depend on the halls of residence and type of accommodation. The amounts indicated in the [rate list](#) are per person and include, in addition to the allocation of accommodation, utilities, the use of communal kitchens and all the services offered in the reserved residence, which can be found and are detailed on the web page of each residence.

## 6. Cancellations and fee reductions of accommodation fees

Early cancellation is possible only in the following cases:

- ✓ Graduation: if you graduate in December or April
- ✓ Withdrawal from studies
- ✓ if the student should suddenly suffer from a serious accident or serious illness.  
Adequate medical certification issued by a specialist must be annexed to the cancellation notice
- ✓ Bereavement of a close family member (parents and/or siblings).

### Reimbursement of reservations

Students wishing to cancel their booking may ask for reimbursement by indicating the reason for the cancellation via the [ticketing](#) system by the **1st of the month** in which they wish to terminate the contract and must vacate the accommodation by the end of that month (with the exception of February, where the deadline for vacating the accommodation will coincide with the end of the semester). If the termination request is accepted, the reimbursement will be made as follows:

- ✓ Payment by instalments (both **ANNUAL** and **SIX-MONTHLY**) the student is required to pay all instalments issued before the notice is sent; only in the case of a graduation in April is the student required to communicate the check-out date by **mid-March**.

- ✓ One-off payment for the **ENTIRE YEAR**, if the notice is sent: by **1 December** there is a refund of **50%** of the amount; by **1 April** there is a refund of **10%** of the amount;

In the case of a lump sum payment for the **1st SEMESTER**, if the notice is sent by **1 December** there is a refund of **10%** of the amount.

In the case of a lump sum payment for the **2nd SEMESTER**, if the notice is sent by **1 April** there is a refund of **10%** of the amount.



**In the event of cancellation and reduction for reasons other than those listed above, no reimbursement of expenses is provided. Students with instalment reservations will be required to pay all instalments for the period reserved.**



**For each cancellation and reduction procedure, €100.00 will be deducted from the deposit for handling fees.**

## 7. Check-in and check-out procedure

### When to CHECK IN and how to notify it

For **ANNUAL** and **FIRST SEMESTER** reservations it will be possible to check in after the start of the course (the dates will be published on the website in the check-in/check-out section) subject to notification via the [portal](#), Arrival date section (Check-in), at least 7 days in advance of the arrival date. Failure to notify the arrival date may not guarantee check-in at the residence.

For reservations for the **SECOND SEMESTER**, it will be possible to check in from the start of the course (the dates will be published on the website in the check-in/check-out section) subject to notification via the [portal](#), Arrival date section (Check-in), at least 7 days in advance of the arrival date.



**It will not be possible to check-in on dates earlier than those indicated on the [website](#) in the relevant section.**

**Check-in times are Monday to Friday (excluding public holidays) from 9 am to 5 pm.**

When checking in at the halls of residence, you must present:

- ✓ a valid identification document
- ✓ a passport photo
- ✓ for non-EU students, passport and residence permit, receipt of application for issuance/renewal of this document.

Before moving in, the student must sign the check-in report containing information on the state of the accommodation and the furnishings in their room, as found at the time of handover. The student must report any damage or faults found **within 48 hours** of entering the room on the check-in report, otherwise these will be charged to him/her when checking out.

Students are required to reserve their check-out date on the [portal](#) Departure date section (Check-out) at least **15 days** before the actual departure date.

If no notice is given, the date and time of check-out will be determined jointly with the residence manager.

The check-out procedure involves:

- ✓ checking the condition of the accommodation by a residence staff member
- ✓ signing the check-out report certifying the state of the accommodation together with the halls of residence manager,
- ✓ returning the accommodation keys.

**Please Note: Students are required to permanently clear the accommodation of all personal belongings.**

If students are not present on the date set for the check-out for the purpose of checking the accommodation, the staff in charge will carry out the check-out with no possibility to object; any faults or damage will be charged to the students, including the cost of any additional cleaning required.

**Politecnico di Milano and the halls of residence manager are not liable for any damage or loss to students' personal belongings.**

## **8. Refunding the security deposit**

Once the check-out procedure has been completed, the student may **request a refund of the security deposit** after the halls of residence have been checked for any damage caused to property, facilities and furnishings.

If no damage is found to Politecnico's property, the deposit shall be returned in full; otherwise it will be reduced by the amount corresponding to any established charges. If the cost of the damage is lower than the deposit, its amount will be deducted during reimbursement; if, on the other hand, the cost of the damage is greater than the deposit, the student will be required to pay the difference.

**The deposit will be returned according to the procedure specified in the designated section of the [website](#).**