WELCOME HOME

We would like to Welcome you to the Living & Learning Center (LLC) at Webster Leiden Campus - your home away from home.

Please don’t hesitate to contact us if you have questions, suggestions, or just want to say hi. The Housing Team is available to make the LLC a memorable experience in your university life. Please let us know if you have any ideas for events throughout the year. Our doors are open to you!

We wish you all the best for a successful Academic Year 2019 – 2020!

Meet the Housing team!

Contact Us!

Housing Office

Itxaso Ciordia
Elisa Scaliotti
llcoffice@webster.nl
+31 (0)71 516 8000

Facilities

llcfacilities@webster.nl
+31 (0)71 516 8000

Resident Assistants (RAs)

Noa White
Room 1E

Brianna Willis
Room 2C

llcRA@webster.edu

If you have a request, please feel free to contact, or speak with us. We are always happy to help you.
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**Please be aware that after check-in the Living & Learning Center staff will contact you through the WEBSTER E-MAIL ACCOUNT.**

*Please check the inbox regularly for important updates and information*
**Basic Information**

**Hours of operation**

LLC Office: 10 am to 4 pm, Monday - Friday.
   Walk-in hours by the office door
   Outside walk-in hours, an appointment is required.

Courtyard: 9 am - 10:30 pm daily.

Fitness Room: 11 am to 10 pm, Monday - Friday.

Night Curfew: 10.30 pm - 9 am daily.

**Your new address**

Webster Leiden Campus
Living and Learning Center
Galgewater + your room nr.
2311 VZ, Leiden, The Netherlands

**Your LLC Keys**

- Keep your keys safe!
- Keys can only be replaced Monday to Friday from 12 pm to 4 pm.
- Please write to noawhite10@webster.edu, and CC LLcoffic@webster.nl with your name and room number as soon as possible.
- Replacing lost or stolen keys will be charged to you at **25€ per key**.
- At departure, your keys should be returned by following the instructions given by the Housing Office.

**Getting your mail**

- LLC: Upon check-in, together with your room key, you will receive a mailbox key. This will open your mailbox located at the front entrance of the complex. This mailbox is for small post mail only.
- All packages must be sent to the Information & Services Office (reception):
  Webster Leiden Campus
  **Attn: YOUR NAME**
  Boommarkt, 1
  2311 EA, Leiden
  The Netherlands
- The Information & Services desk will receive the package for you.

**Email**

All Webster Leiden Campus students are assigned a Webster email account, accessible via [http://connections.webster.edu](http://connections.webster.edu).

You will need your student ID number and your online registration password to set up your account. Contact the registrar if you have any problems accessing your email.

**You are required to check this email address regularly, as it is the university’s primary means of communication with you.**
Webster Leiden Campus LLC Housing Contract single room 2020-2021 - Leiden student

Between: ______________________ ID ______________ and Webster Leiden Campus for the rental of
Webster Leiden Campus - LLC, Galgewater ___, 2311 VZ Leiden
Contract period: _____________________________

Terms and Conditions

Rental Terms:

The rent will be € ________.
Other costs:

Deposit: A room deposit of € 500 is payable on reservation of a room. This is refundable upon
leaving Webster Leiden Campus, after any damage, cleaning, or replacement costs have
been deducted, and on return of the key to the Housing Officer.
Administration Fee: € 75. This is a non-refundable fee charged at check-in.

Students are responsible for leaving their room in good condition. Any damages, dirty / lost items will be
charged to the student’s account.
An invoice will be sent to you before the start of each term. This invoice includes Webster Leiden Campus
bank details to be used for making payments. Please include student name and ID on all transfers.
Payment is due one week before the start of the term. Please refer to our website (www.webster.nl) for
the 2020-2021 payment policies. If keys and locks have to be discontinued, the student will be respon-
sible for paying all costs which accrue.
If the student is not returning in Spring 2021 it is the student’s responsibility to notify the Housing Officer in
writing before November 1, 2020. The check-out date for students who are not returning is Saturday,
December 19, 2020, 10 am at the latest. Please refer to the Student Housing Handbook and
website for our cancellation deadlines and cancellation fees
Rent is subject to an increase at the start of each Academic Year.

Additional Conditions:

Use of community rooms, study areas, and exercise area is at the students own risk.
Any equipment borrowed through Webster Leiden Campus needs to be returned in good condition. If you
do not return the equipment or the equipment is damaged you are held responsible for all expenses.
Under no circumstances are drugs tolerated in Webster’s accommodations. Students found with illegal
possession of controlled substances will be removed from Webster Student Housing.
You have the right to identify one or more confidential contact person that will be notified by the Webster
Leiden Campus in the event that you are missing for more than 24 hrs. If you choose to make use of
this option, please send an email with the contact details of your confidential contact person to
LLCoffice@webster.nl
I am aware that I am recorded and that the footage can be used for security purposes.

I agree to the terms and conditions as stated in this contract and by the regulations in the Student Housing
Handbook, hereby provided.

Signatures:
HOUSING CANCELLATION POLICY
ACADEMIC YEAR 2020 - 2021

*If the student is not returning in Spring 2021 it is the student’s responsibility to notify the Housing Officer in writing before November 1, 2020. The check-out date for students who are not returning is Saturday, December 19, 2020 at 10 AM.

<table>
<thead>
<tr>
<th>Contract for Summer 2020</th>
<th>Cancellation Refund Policy</th>
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</thead>
<tbody>
<tr>
<td>Date of Cancellation</td>
<td></td>
</tr>
<tr>
<td>Until April 1</td>
<td>No charge</td>
</tr>
<tr>
<td>April 2 to May 8</td>
<td>500 EUR cancellation fee</td>
</tr>
<tr>
<td>As of May 9</td>
<td>Full term</td>
</tr>
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</table>

<table>
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<th>Contract for Fall 2020 and Spring 2021*</th>
<th>Cancellation Refund Policy</th>
</tr>
</thead>
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<tr>
<td>Date of Cancellation</td>
<td></td>
</tr>
<tr>
<td>Until June 15</td>
<td>No charge</td>
</tr>
<tr>
<td>June 16 to July 17</td>
<td>500 EUR cancellation fee</td>
</tr>
<tr>
<td>July 18 to August 31</td>
<td>50% semester</td>
</tr>
<tr>
<td>As of September 1</td>
<td>Full semester</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contract for Spring 2021</th>
<th>Cancellation Refund Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Cancellation</td>
<td></td>
</tr>
<tr>
<td>Until November 1</td>
<td>No charge</td>
</tr>
<tr>
<td>November 2 to December 5</td>
<td>500 EUR cancellation fee</td>
</tr>
<tr>
<td>December 6 to January 25</td>
<td>50% semester</td>
</tr>
<tr>
<td>As of January 26</td>
<td>Full semester</td>
</tr>
</tbody>
</table>

Rental Payment
Rent for the semester must always be received, in full, ahead of the first day of the semester. All late payments are charged 75€. If the payment is not received by the end of the term you may be asked to vacate the room. Rent increases take place each Academic Year, effective as of the Summer Term.

Room change
Room changes can only happen at the end of the semester. A formal request must be sent by email to LLCoffice@webster.nl for approval, until 1,5 months before the previous semester’s move-out date. A 75€ room change fee will be charged to the student account.
LLC Policies

Tenants must:

1. Keep the inside of the LLC Smoke-free.

2. Respect the Noise curfew between 10:30 pm and 9 am.

3. Respect the No overnight guest policy between 10:30 pm and 9 am.

4. Clean up after using the common areas (such as the courtyard, and the lounge).

5. Respect their fellow tenants and visitors.

6. Take responsibility for the behavior of their visitors.

7. Put their trash-bags in the dumpsters behind the bike shed.

8. Bring any glass to the town hall glass bin container, located outside the LLC.

9. Unplug the appliances in the lounge after use to save energy.

10. Take care not to share their inventory with others to minimize any missing items from their room.

We appreciate your cooperation.
Facilities

- 50 private studios with bathrooms and kitchenettes
- Laundry rooms located on all floors.
- Private courtyard
- Private shed for 30 bikes and fitness room - Exclusive for LLC tenants
- Multi-functional classrooms for classes and events

Amenities lounge

- Lounge (with a kitchen area, tables, sofas and a flat screen TV) is available for residents.—Please turn off after use.
- The ping pong table, mini pool table and foosball table are free to use.
- Free WiFi
- The kitchen area is equipped with microwaves, oven, refrigerator, and toaster.

Fitness room

Housing residents will have access to the exercise room during opening hours only: Monday to Friday from 11 am to 10 pm.

This is a non-supervised room. The use of the room is at the student’s own risk. WLC is not responsible for loss of stolen articles.

Cleaning Public Areas

Tenants are expected to clean up after themselves and remove their personal belongings when leaving a common area.

Internet

The student common room and the entrance hall are provided with WiFi.

Network: Webster Public Wifi
Password: Public@Webster

Cleaning supplies

Vacuum cleaners, brooms and dustpans, and mops and buckets, are available to borrow for all tenants for a max. of 1 day.

If you need these items for longer, or will clean your room frequently, please purchase your own cleaning supplies.

Please do:

- Use the machines at the fitness room with care and keep the room clean. Wipe off the seats and the handles of the machines after use.
- Return the brooms, mops and vacuum cleaners to the Housing office after you have finished using them. Clean all borrowed items before returning them.
- Use the washer and dryer for laundry only. Remove the lint for faster drying.
- Take out your laundry quickly from the washing machine and dryer. It will give others a chance to use the machine.

Electrical Appliance Compatibility

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<th>Charger Voltage</th>
<th>Compatibility</th>
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<td>Laptop</td>
<td>100-240V, 50/60Hz</td>
<td>Auto-switching</td>
</tr>
<tr>
<td>Desktop</td>
<td>110-120V and 220-240V</td>
<td>Switch at the back</td>
</tr>
<tr>
<td>Cellphone</td>
<td>Usually 100-240V</td>
<td>Check the charger</td>
</tr>
<tr>
<td>Smartphone</td>
<td>100-240V</td>
<td>Use plug adapter</td>
</tr>
</tbody>
</table>
**Furnishings**

All rooms are furnished with the following basic furniture per person:

- A bed, a closet, a small bookcase, a coffee table, an armchair/comfy chair, a desk lamp, and a floor lamp. The room has 1 ceiling lamp.

**Room key**

Tenants are provided with a room key and a mailbox key.

The room key activates an electronic lock to grant access to the room.

To generate electricity and heat, place your key inside the key console located at the entrance of the room.

**Kitchen inventory**

Each room is outfitted with its own kitchenette, with a 2-burner stove, a small fridge and a sink.

It is provided with various kitchen inventory, including crockery, glassware, cutlery, and cookware.

**Internet at your room**

Each tenant is provided with internet access via an Ethernet cable.

This cable can be used on all laptops with the appropriate input. If your laptop does not fit an Ethernet cable, please purchase an adaptor.

**Bathroom**

Each room is equipped with its own bathroom, including a shower with a shower curtain, a small sink with a mirror and a toilet.

**Please be aware**

- Only one window in each room is able to open.
- The kitchen sink does not have a food disposal system
- The inside drain of the bathroom shower needs to be cleaned daily, to prevent over flooding.

**Items not provided**

- Towels
- Toilet paper
- Cleaning liquids and tools
- Adaptors
- Router
**Security for your room**

Lock the door whenever you leave your room. — even if you leave for just a few minutes. Protect yourself and your valuables.

If you live on the ground floor, always close your window when you leave the room.

Do not lend your key to a non-tenant, even if (s)he does attend Webster University. Any non-tenant who accesses the building will be required to hand over the key, and the tenant will receive a warning.

Report any strange activity or suspicious individuals to the Housing Office or the Resident Assistant.

**Smoking**

Smoking inside the LLC is prohibited. Not following this policy will lead into a fine. A minimum of 100€ will be imposed.

Tampering with a smoke detector is prohibited. The penalty for tampering with a smoke detector will be a minimum of 100€. Depending on the reparation costs, the fine might increase. Please be aware that smoking will activate the alarm, and if this happens you will be charged the above amount.

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**Guest policy**

Your visitors can stay from 9 am to 10:30 pm daily. Overnight guests are prohibited. Bringing overnight guests will lead to a fine.

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**Overnight family stay:**

**Registration procedure**

Exceptionally during move-in and move-out period, family members are allowed to stay with the student in his/her room.

- Due to the room dimensions, only one family member is allowed in the room.
- Double rooms are same-gender rooms, therefore the family member at the room has to be same gender than the tenants.

**Registration procedure**

1. The tenant should inform the Housing Office in writing about his/her overnight family visit at least three working days before arrival; Not registering guests will lead to a fine.
2. The payment of 25€ per night has to be set prior to arrival.
3. On request and if available, an extra mattress is provided further to the payment of a 50€ deposit. A bed linen box can be purchased at a 40€ rate.
We encourage you to personalize your space, but please keep the following regulations in mind while moving in and decorating to avoid being held responsible for any damages to the room and the furniture.

Please do:

- Do not bring additional furniture to the room.
- Additional electronic appliances such as fridges or ovens, are not allowed.
- Return the Check-in Form duly fulfilled in maximum 24 hours after your arrival to avoid responsibility for any missing or damaged item.
- Keep all furniture in your room.
- Use all the bed linens provided to prevent any stains, dirt etc. on the mattress.
- Report any maintenance issue immediately to LLCfacilities@webster.nl
- Inform your day visitors immediately of the non-smoking policy and the night curfew.

Please do not:

- Damage the kitchenware or cookware
- Use nails, double-sided tape, stickers, duct tape, mounting squares, or glue etc. on the walls. The paint and wall may become damaged if done so.
- Cover your windows or hang anything in, or from your windows (interior curtains are allowed).
- Bring sound systems (loud speakers, amplifiers) or any other electrical instrument into the building.

Inventory replacement

If any light bulbs in your room burst, please specify these to LLC Facilities (LLCfacilities@webster.nl) as soon as possible.

The kitchen inventory is your responsibility to replace.

Any kitchen item damaged, broken or lost is your responsibility to replace as soon as possible. The items should be of the same shape, material and color than the original. Plastic items are not permitted. Furniture damage should be reported to LLC Facilities immediately.
Health & Safety

Living in our student housing facility requires you to maintain a healthy and safe living space.

All tenants are required to participate in a mandatory Health & Safety Check two times per semester.

The LLC team will inspect the cleanliness of your room, condition of your inventory, and utilities specifically the following:

- a clean and empty floor;
- clean kitchen, empty sink, clean kitchenware;
- clean walls in the kitchen;
- clean mattress;
- clean bathroom, floor and shower drain;
- clean furniture;
- inventory missing

If there are damaged items, the tenant will be reminded to contact LLCfacilities@webster.nl.

The tenant must send an email within the next week so that the items will be repaired or fixed by the maintenance department.

Please do:

- Keep your room, including the kitchenette, and bathroom, clean and free of garbage.
- Keep your shower drain clean by lifting up the hood and spraying with hot water daily.
- Keep the mattress protector applied at all times.
- Use caution not to burn the cookware.
- Use a plastic or wooden utensil for the pots and pans.

Please do not:

- Dispose of foreign objects in the toilet.
- Throw small items into the kitchen and bathroom sinks.
- Throw items out of the windows.
- Attempt to solve any electrical problems.
- Disconnect the smoke alarm.
- Sit on top, push down, or stand on the radiator.
- Bring pets into the building

Additional inspections

General maintenance is conducted at the rooms 5 times per year. The date and time of these maintenances will be announced in advance to the tenants.

If there is suspicion of violation of the LLC policies (i.e. smoking at room, or insufficient sanitary conditions) or a concern for the tenant’s wellbeing, the Housing team has the right to enter a room at any time.
Webster University's policies are designed to prevent the infringements of one’s rights by the actions of another. Residents will be held responsible for their actions. These policies are designed to create an environment in which a group of diverse people may live together and learn from each other in an environment of respect.

Students are expected to exhibit appropriate behavior within the residential community. Individuals who participate in or display inappropriate behavior may be subject to disciplinary action.

**Inappropriate behavior may be defined as an activity that disrupts, endangers, degrades, or threatens the environment of the residential community or any person within the community.**

Residents are expected to treat staff and other residents with dignity and respect at all times. Damage, theft and/or vandalism to University property will not be tolerated.

Harassment, irresponsible or inappropriate use of facilities and **failure to abide by the policies and procedures contained herein are violations of the rental agreement** and may be, at the staff’s discretion, subject to eviction, university disciplinary action and/or police charges.

**Residents will be held responsible for their guests’ behavior. Guests of residents who behave in an inappropriate manner or disregard the rules will be denied access to the housing facilities. Action will be taken when guests act inappropriately.**

All students in the room will be held responsible for their behavior/objects in that room or area.

In addition, residents who are not observed participating in misbehavior or in possession of inappropriate items/objects, but are in the presence of a policy violation, can be held responsible. This is called implied consent.
# HOUSING CALENDAR

## FALL SEMESTER 2020

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<th>Activity</th>
<th>Date</th>
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<tbody>
<tr>
<td>Housing arrival and Welcome</td>
<td>Monday, 17th August 12 - 4 pm</td>
</tr>
<tr>
<td>NSO: Housing Meeting</td>
<td>Week of 17th August (date TDB)</td>
</tr>
<tr>
<td>Health &amp; Safety check Fall 1</td>
<td>September</td>
</tr>
<tr>
<td>Housing check-out (for Fall 1 departures)</td>
<td>Saturday, October 17 at 10 AM</td>
</tr>
<tr>
<td>Cancellation deadline: Spring semester</td>
<td>November 1</td>
</tr>
<tr>
<td>Health &amp; Safety check Fall 2</td>
<td>November</td>
</tr>
<tr>
<td>Housing event</td>
<td>Fall 2</td>
</tr>
<tr>
<td>Housing check-out deadline (for Fall 2 departures)</td>
<td>Saturday, December 19 at 10 AM</td>
</tr>
</tbody>
</table>

Please be aware that these dates are fixed.
<table>
<thead>
<tr>
<th>Activity</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing arrival and Welcome (New arrivals only)</td>
<td>TBD</td>
</tr>
<tr>
<td></td>
<td>12 - 4 pm</td>
</tr>
<tr>
<td>NSO: Housing Meeting</td>
<td>TBD (orientation week)</td>
</tr>
<tr>
<td>Health &amp; Safety check Spring 1</td>
<td>February</td>
</tr>
<tr>
<td>Housing check-out (for Spring 1 departures)</td>
<td>Saturday, March 6</td>
</tr>
<tr>
<td></td>
<td>at 10 AM</td>
</tr>
<tr>
<td>Extension deadlines: Summer and Fall 2020</td>
<td>March (date TDB)</td>
</tr>
<tr>
<td>Health &amp; Safety check Spring 2</td>
<td>April</td>
</tr>
<tr>
<td>Housing event</td>
<td>Spring 2</td>
</tr>
<tr>
<td>Housing check-out deadline (for Spring 2 departures)</td>
<td>UG: Saturday, May 8</td>
</tr>
<tr>
<td></td>
<td>GR: Saturday, May 15</td>
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<tr>
<td></td>
<td>at 10 AM</td>
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</tbody>
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Please be aware that these dates are fixed.