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 2021 – 2022!

Meet the Housing team!

Contact Us!

Housing Office

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

Facilities

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

If you have a request, please feel free to contact, or speak with us. We are always happy to help you.
Please be aware that after check-in, Housing will contact you through your
WEBSTER E-MAIL ACCOUNT.
Check your inbox regularly for important updates and information.
### Hours of operation

**LLC Office:**
- Available via email: 10 am to 4 pm, Mon - Fri.
- Walk-in hours by the office door.
- Outside walk-in hours, an appointment is required to meet in person

**Night Curfew:** 10.30 pm - 9 am daily.

**Fitness Room:** 10 am to 10 pm, Mon - Fri.

Note: All of the above times are constantly changing due to the current Covid-19 Pandemic. We follow the Dutch Government regulations and keep our tenants informed on changes by email.

### Your new address

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

### 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.

### Your LLC Keys

- Keep your keys safe!
- Keys can only be replaced Monday to Friday from 12 pm to 4 pm.
- Write to LLCfacilities@webster.nl, and CC LLCoffice@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 Check-out instructions given by the Housing Office.
HOUSING CONTRACT (WEBSTER UNIV. STUDENTS) EXAMPLE

WLC Housing Contract single room 2021-2022 - Webster 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, 2021. The check-out date for students who are not returning is Saturday,
December 18, 2021, 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:
**Cancellation Deadlines**

**Webster Leiden Campus: +31 (0) 71 516 8000**

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**HOUSING CANCELLATION POLICY WEBSTER STUDENTS 2021 - 2022**

<table>
<thead>
<tr>
<th>Contract for Summer 2021</th>
<th>Date of Cancellation</th>
<th>Cancellation Refund Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Until April 15</td>
<td>No charge</td>
<td></td>
</tr>
<tr>
<td>April 16 to May 3</td>
<td>500 EUR cancellation fee</td>
<td></td>
</tr>
<tr>
<td>As of May 4</td>
<td>Full term</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contract for Fall 2021 and Spring 2022 *</th>
<th>Date of Cancellation</th>
<th>Cancellation Refund Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Until June 30</td>
<td>No charge</td>
<td></td>
</tr>
<tr>
<td>July 1 to July 31</td>
<td>500 EUR cancellation fee</td>
<td></td>
</tr>
<tr>
<td>August 1 to August 31</td>
<td>50% semester</td>
<td></td>
</tr>
<tr>
<td>As of September 1</td>
<td>Full semester</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contract for Fall II, 2021</th>
<th>Date of Cancellation</th>
<th>Cancellation Refund Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Until July 31</td>
<td>No charge</td>
<td></td>
</tr>
<tr>
<td>August 1 to August 31</td>
<td>500 EUR cancellation fee</td>
<td></td>
</tr>
<tr>
<td>As of September 1</td>
<td>Full term</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contract for Spring 2022</th>
<th>Date of Cancellation</th>
<th>Cancellation Refund Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Until November 1</td>
<td>No charge</td>
<td></td>
</tr>
<tr>
<td>November 2 to December 3</td>
<td>500 EUR cancellation fee</td>
<td></td>
</tr>
<tr>
<td>December 4 to January 25</td>
<td>50% semester</td>
<td></td>
</tr>
<tr>
<td>As of January 26</td>
<td>Full semester</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contract for Spring II, 2022</th>
<th>Date of Cancellation</th>
<th>Cancellation Refund Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Until December 3</td>
<td>No charge</td>
<td></td>
</tr>
<tr>
<td>December 4 to January 25</td>
<td>500 EUR cancellation fee</td>
<td></td>
</tr>
<tr>
<td>As of January 26</td>
<td>Full term</td>
<td></td>
</tr>
</tbody>
</table>

*Students are able to cancel Spring semester housing, cancellation deadline is November 1, 2021. Spring 2022 cancellation refund policy will apply after this date.*

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**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.

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**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.
As a tenant, you must:

1. Respect the **No-Smoke Policy** in all LLC areas, including courtyard and dorm rooms.
2. **Use and possession of drugs** of any kind is prohibited.
3. **Tampering with a smoke detector and with the fire equipment** is prohibited.
4. Respect the **Noise curfew** between 10:30 pm and 9 am.
5. Respect the **No overnight guest policy** between 10:30 pm and 9 am.
6. Take responsibility for the behavior of your day visitors.
7. Clean up after using the common areas (courtyard, fitness room, laundry rooms, corridors, and lounge)
8. Respect your fellow tenants and visitors.
9. Put your trash-bags in the dumpsters behind the bike shed.
10. Bring any glass to the town hall glass bin container, located outside the LLC.
11. Unplug the appliances in the lounge after use to save energy. Take care not to share your inventory with others to minimize any missing items from your 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
- The student Lounge (with a kitchen area, tables, sofas and a flat screen TV) is available for residents.
- After use, we require:
  - Turn off lights and appliances
  - Clean after yourself
- The ping pong table, mini pool table and foosball table are free to use.
- Free WiFi

### Cleaning supplies
Vacuum cleaners, brooms and dustpans, as well as mops and buckets, are NOT available to borrow due to the current Covid-19 Pandemic.
You will need to purchase your own cleaning supplies and liquids.

### 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

### 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 dryer lint for adequate drying.
- Take out your laundry quickly from the washing machine and dryer. It will give others a chance to use the machine.
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.

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.

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.

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.

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.

Items not provided
- Towels
- Toilet paper
- Cleaning liquids and tools
- Adaptors
- Router
Your Room

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.

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.

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 be imposed.

Smoking and tampering

Smoking and the use of drugs inside the LLC is prohibited. Not following this policy will result in a fine. A minimum of 100€ will be imposed.

Tampering with a smoke detector and the fire equipment 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.

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 45€ 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 45€ rate.
Dorm room policies

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.

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**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 both sides of the mattress protector clean.
- Use caution not to burn the cookware.
- Use a plastic or wooden utensil for the pots and pans.

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**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

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**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.

Violations of Webster University policies, rules and regulations are unacceptable forms of behavior and are subject to disciplinary response.

These policies, rules and regulations are included in the Leiden and St. Louis campus Housing Handbooks; in specific departmental policies, as well as in the contracts and leases for campus housing.
# HOUSING CALENDAR
## FALL SEMESTER 2021

<table>
<thead>
<tr>
<th>Activity</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing arrival and Welcome</td>
<td>August 16th 12 - 4 pm</td>
</tr>
<tr>
<td>NSO: Housing Meeting</td>
<td>Week of August 16th (date TDB)</td>
</tr>
<tr>
<td>Health &amp; Safety check</td>
<td>September</td>
</tr>
<tr>
<td>Fall 1</td>
<td></td>
</tr>
<tr>
<td>Check-out</td>
<td>October 16th at 10 AM</td>
</tr>
<tr>
<td>Fall 1 departures</td>
<td></td>
</tr>
<tr>
<td>Cancellation deadline: Spring</td>
<td>November 1st</td>
</tr>
<tr>
<td>semester</td>
<td></td>
</tr>
<tr>
<td>Health &amp; Safety check</td>
<td>November</td>
</tr>
<tr>
<td>Fall 2</td>
<td></td>
</tr>
<tr>
<td>Housing event</td>
<td>November-December</td>
</tr>
<tr>
<td>Check-out</td>
<td>December 18th at 10 AM</td>
</tr>
<tr>
<td>Fall 2 departures</td>
<td></td>
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</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</td>
<td>TBD, 12 - 4 pm</td>
</tr>
<tr>
<td>(New arrivals only)</td>
<td></td>
</tr>
<tr>
<td><strong>NSO: Housing Meeting</strong></td>
<td>Orientation week</td>
</tr>
<tr>
<td><strong>Health &amp; Safety check</strong></td>
<td>February</td>
</tr>
<tr>
<td><strong>Spring 1</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Check-out</strong></td>
<td>Saturday at 10 am. Day after Spring 1 ends</td>
</tr>
<tr>
<td><strong>Spring 1 departures</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Extension deadlines:</strong></td>
<td>February-March</td>
</tr>
<tr>
<td><strong>Summer and Fall 2020</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Health &amp; Safety check</strong></td>
<td>April</td>
</tr>
<tr>
<td><strong>Spring 2</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Housing event</strong></td>
<td>March-April</td>
</tr>
<tr>
<td><strong>Check-out</strong></td>
<td>Saturday at 10 am. Day after Spring 2 ends</td>
</tr>
<tr>
<td><strong>Spring 2 departures</strong></td>
<td></td>
</tr>
</tbody>
</table>

Please be aware that these dates are fixed.