

**1. Politica di cancellazione: si prega di includere termini specifici - No Place No Stay, No Visa No Pay; periodo di ripensamento**

	CANCELLATION	CANCELLATION FEE
1	<p>From moment of Check-In Date and during the Hotel Student Stay</p>	<p>The Contracting Party is entitled to cancel the booking against payment of a cancellation fee equal to the Hotel Fee for three (3) months, unless the remaining period of the stay at the time of cancellation is shorter than three (3) months in which case the cancellation fee is equal to the Hotel Fee for the remaining period of the Hotel Student Stay. The Hotel Fee already paid for the month in which you cancel, will not be refunded. The cancellation fee does not allow you to stay in the room, after the date that is confirmed as the adjusted Check-Out Date. You have to check-out on the day against which you have confirmed to cancel your Hotel Student Stay. City Tax is due if the Hotel Student Stay is cancelled prior to the expiry of three (3) months after the Check-In Date</p>
2	<p>14 days after the Hotel Student Stay is confirmed and only if the cancellation request is submitted at least one (1) calendar month before the Check-In Date</p> <p><i>Example: a Hotel Student Stay reservation made on 2 August 2022 with a Check-In Date on 1 September 2022 cannot be cancelled without cancellation fee. A cancellation fee equal to three (3) months will be payable.</i></p> <p><i>Example: a Hotel Student Stay reservation made on 20 December 2021 with a Check-In Date on or after 1 February 2022 can be cancelled without a cancellation fee becoming due by 3 January 2022 at the latest.</i></p>	<p>The Contracting Party can cancel the booking until three (3:00) p.m. on the 14th day after receipt of the booking confirmation, free of charge and amounts already paid will be refunded to the Contracting Party, assuming that the cancellation request is submitted at least one (1) calendar month before the Check-In Date</p>
3	<p>Less than 1 month prior Check-In Date or more than 14 days after booking.</p> <p>Less than one (1) month before the agreed Check-In Date or more than 14 days after making the Hotel Student Stay Booking.</p> <p><i>Example: a Hotel Student Stay reservation made on 25 August 2022 with a Check-In Date on 1 September 2022 cannot be cancelled without cancellation fee. A cancellation fee equal to three (3) months will be payable.</i></p> <p><i>Example: a Hotel Student Stay reservation made on 3 January 2022 with a Check-In Date on or after 1 February 2022 cannot be cancelled without cancellation fee. A cancellation fee equal to three (3) months will be payable.</i></p>	<p>The Contracting Party is entitled to cancel the booking against payment of a cancellation fee equal to the Hotel Fee for three (3) months, unless the period of the stay at the time of cancellation is shorter than three (3) months in which case the cancellation fee is equal to the Hotel Fee for the remaining period of the Hotel Student Stay. Any Hotel Fee already paid for the month in which you cancel, will not be refunded. The cancellation fee does not allow you to stay in the room.</p>

4	Take over (alternative for cancellation fee)	In order to prevent paying the cancellation fee, we offer an alternative option of a 'Student take over'. These are the requirements of a 'Student take over': 1. You'll need to find a student who will take over your Hotel Agreement under the same conditions (and who is also registered as a student at the University); 2. The 'student take over' can only start from the 1st of the month and we'll need at least 30 days to process the request (example: if all requirements are done before the 1st of May, the 'student take over' can be processed for the 1st of June); 3. You'll need to pay an administrative fee of €350,00. In case you would opt for the 'student take over' option, we'll need the new student's full name, phone number and e-mail address before the end of the month. As soon as we have received the deposit from the new student, the 'student take over' is confirmed.
5	Late arrival/early departure	A late arrival or early departure in the month of the Check-In Date or Check-Out Date by the Contracting Party will not result in any refund and any unpaid Hotel Fees remain payable in full.

**HOTEL STUDENT STAY:** A Hotel Booking only available to Student Guests (with a maximum of twelve (12) months). Hotel Student Stays have a fixed Check-In Date and fixed Check-Out Date.

**AGE REQUIREMENTS:** For Student Stay Bookings, our hotels allow guests aged 18 and above at the Check-in Date to stay unsupervised in any of our properties located in the Netherlands, Germany, France, Spain, Italy, Austria and the UK. If a guest is 17 years old at the Check-In Date, they must provide a [Parental Consent and Responsibility notice](#) or their Hotel Student Stay Booking will be canceled in accordance with our cancellation policy. During check-in, you'll need to provide:

- Passport copies from both parents and minors
- [Parental Consent and Responsibility notice](#), signed by a parent or legal guardian with a phone number for contact. This notice serves as parental consent, stating that the parent agrees to let their teenager stay unsupervised during their stay.
- Contact details to double check the provided information and in case of emergencies

**REGISTRATION REQUIREMENTS:** Student Guests must be registered with an Italian university or similar Italian educational institution, which is recognized as such by the relevant government or competent authority, and they must be able

to provide proof of such registration. Registration as a resident is mandatory in the Italy if the Guest is planning to stay longer than four (4) months. The Guest must provide TSH Italy with a copy of their registration with the relevant city within three (3) months after the Check-In Date.

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