

VGC Residence: Policies and Regulations

Policies (pages 1-2):

1. Registration

1. In order to book a room in VGC's Residence, students must:
 - Pay the non-refundable registration fee and the *guarantee booking fee*.
 - Send VGC a signed copy of the Accommodation Contract which states the student has read and understood this document.
2. What is the guarantee booking fee?
 - It is the cost of 2 weeks of rent. The cost of this fee will depend on what room type the student is booking.
 - It is non-refundable if a student cancels their residence within 1 month of their arrival.
 - For students who do not cancel, the guarantee booking fee will be applied toward the balance of rent.
3. Outstanding Balance:
 - Any remaining fees (ie: the remaining amount of rent and the cleaning fee) must be paid before 1 month (4 weeks) of the residence start date. If payment is not received, the student will lose their booking and will not be refunded the registration fee or the guarantee booking fee.

2. Cancellation

Before arrival:

- If a student cancels 1 month (4 weeks) before their arrival, all residence fees will be refunded.
- If a student cancels within 1 month (4 weeks) of their arrival, all residence fees will be refunded except for the registration fee and the guarantee booking fee.
- If a student receives a visa refusal within 1 month (4 weeks) of their arrival, all residence fees will be refunded except for the registration fee.

After arrival:

- If a student wants to cancel after they have arrived, they must notify VGC 1 month (4 weeks) ahead of time. If they provide proper notice, they will be refunded the guarantee booking fee and, if applicable, the remaining rent for the remaining paid months.
- If a student cancels within 1 month (4 weeks) of their new end date, they will not be refunded the guarantee booking fee. If applicable, the student will be refunded the rent for the remaining paid months.

3. Postponing

- If a student has to postpone their start date due to visa and/or personal reasons, VGC cannot guarantee that a room will be available for their newly requested start date.
- If there is no room availability, students will have the option to reserve their stay at VGC's residence at a later date and have the option to stay in VGC's homestay until then.
- If there is no room availability after the student postpones, and the student does not wish to enter at a later date/move into homestay, they must follow the *Before Arrival* rules in the cancellation policy above.

Postponing students: homestay to residence

- If homestay is available for the student, VGC will register the student with homestay (homestay registration fee will not be charged) and the student can move to the residence at the earliest availability and at no additional cost.
- Students should refer to the homestay prices as well as the policies and guidelines for more information regarding this accommodation option.

4. Extensions

- VGC does its best to accommodate all requests; however extensions come on a first pay first serve basis. Availability will depend on who has already paid for a room.
- If a student is considering an extension, they should ask VGC for its residence availability ahead of time.
- If another room is available, students may transfer to that room for an additional charge.
- If no rooms are available, students will be asked to move out on their initial end date.

5. Shared Rooms

- Some private rooms turn into shared rooms.
- When this happens students in these rooms will be paired up with another VGC student of the same sex during these dates.
- Rent will be lowered to the price of shared room during this time. When the shared rooms return to private rooms the fees will return to their original rate.
- Students are always notified of this in advance when they book these rooms.

6. Eviction (refer to the rules and regulations on pages 2-4)

- Once a student receives a second warning, they will be asked to leave the residence immediately after receiving the warning.
- Students being evicted after being issued a second warning will not be refunded the rent for that month (following the cancellation policy).
- The student will be refunded for the months following if applicable. This does not include situations stated in the rules and regulations (#2-3).
- The guarantee booking fee will not be refunded.

Regulations (pages 2-4):

Students who register for VGC's Residence must fully understand and agree to adhere to the policies and regulations in this following section. If these regulations are not met, students may be evicted from the residence.

The student throughout the Regulations section will be referred to as the "resident".

1. Personal Conduct

- Residents and guests are expected to conduct themselves in a respectable manner at all times.
- Residents are asked to be considerate of their neighbours, other residents living on the same floor and, if applicable, living in the same room.

2. No Drugs/Weapons/Violence

- **Drugs:** No drugs are allowed in the building. If a resident is suspected of using drugs within the building, they will automatically subject themselves and their property to a search. A resident's property may be seized as evidence and handed over to appropriate authorities. In this case, staff will contact the proper personnel to witness the search and ensure the resident's rights.

- **Weapons:** No firearms or any illegal instruments that could cause bodily harm are allowed in the building. A resident found to be in possession of a weapon will result in immediate eviction.
- Anyone engaging in **violent behavior, threats or sexual assault** will be evicted immediately from the building and referred to the Vancouver Police Department if required.
- Violation of these rules will result in immediate expulsion without any refunds.

3. No Smoking

- Smoking is not allowed in the building or 6 meters from the building. Violation is subject to a minimum cleaning fee of \$250 plus a damage claim if necessary. Repeated warnings may result in immediate expulsion without any financial reimbursement.

4. Pets and Animals

- No pets or animals are allowed in the building.

5. Noise

- No noise after **11:00 PM** in rooms and the shared living space.
- Be considerate of others during all hours of the day and be conscious of the noise level. *For example: Use headphones while listening to music.*
- No parties are allowed without prior approval of the building staff.

6. Suite and Rooms:

- VGC's Residence has mixed common areas. This means that both males and females will share the common space (living room, kitchen and bathroom).
- The shared rooms in the residence are same sex only. The exception to this is if the residents already know each other and register together.
- Entering a room that does not belong to the resident is considered trespassing. Only enter other rooms in the residence if permission has been granted by the occupant(s) of that specific room.

7. Visitors and Guests

- No more than 2 guests at a time per resident.
- Guests must be accompanied at all times by the resident. The resident should inform all guests of the rules and guests should respect the privacy of other residents.
- Guests are not allowed to enter shared rooms without the approval of the other occupant.
- All guests must leave the building by **11:00 PM** and they are not allowed to stay overnight.

8. Room Inspection

- Room inspections will be carried out by the building's staff on a regular basis in order to ensure the rooms are in good condition. The staff will do their best to inform the resident beforehand.

9. Security and Room Keys

- Residents should lock their rooms at all times. Residents are not allowed to share the keys with anyone. Building management and VGC are not liable for loss of theft or damage.

- Residents are responsible for their keys at all times. If a resident loses their key, a replacement key will be provided for an additional fee.

10. Furnishings/Appliances/Cooking

- All furnishings and appliances are not to be removed from the residence. Residents are responsible for the maintenance of furnishings and appliances and are liable for damages.
- All provided cooking and electrical appliances are shared with all residents in the same residence.
- Residents must be in attendance at all times while cooking or preparing food. Cooking appliances can only be used in the designated area (kitchen).
- Residents are reminded to clean all of the cooking appliances, dishes, utensils and the sink after use.

11. House Cleaning

- Weekly housekeeping will be provided for common areas, e.g. bathroom, kitchen and living room, hallways etc.
- Residents are required to empty their trash bin in their room as well as to clean their used dishes, cooking utensils, sheets and towels provided by the building management.
- Residents also have to maintain the property in a tidy and organized manner. Violation may be subject to a minimum cleaning fee of \$250 plus tax to the resident's account.

12. Garbage and Food Disposal

- Residents are requested to dispose waste garbage and recycling items properly. This will not fall under the responsibility of the weekly housekeeping.
- Waste Garbage can be disposed of at the Garbage Chute on each floor, recycling containers, flat cardboard and mixed paper can be recycled on the Parking Level 1 (P1).

13. Consequences:

- If rules 2-3 are broken, students will be immediately evicted from the residence with no refund.
- If rules 1, 4-12 are broken, students will receive a 1st warning from the management of the building. If the resident continues to break these rules, a 2nd warning will result in the immediate eviction from the residence. *See the eviction rule in the policy section of this document for more details on refunds.*
- Any damages to the room and or building are the responsibility of the resident. The amount for damages will be charged to the secure credit card on file provided by the resident.
- *Students will be asked to sign a similar document with these rules upon their arrival to the residence.*

Please note: VGC reserves the right to change the rules, regulations and policies at any time.