

**Can I rent a room without being a student?**

Unfortunately not. You need a valid student ID in order to rent a room in our Studentendorf.

**I have rented a room, when exactly can I move in?**

To ensure that your move-in goes as smoothly as possible, we are free from monday to friday from 1 p.m. to 5 p.m. (not on public holidays).

**What if I would like to move in after 5 p.m.?**

In that case, please contact us, we will work something out:

[schlachtensee@studentendorf.berlin](mailto:schlachtensee@studentendorf.berlin)

**I definitely want to stay in Studentendorf. How can I make a reservation?**

As soon as we have received your request, we will send you a corresponding offer, if available. If you confirm this offer in writing, we will reserve the desired room for you. Then please transfer the first month`s rent, the security deposit and the reservation fee of 10 Euros to us. Once the payment has gone through, the booking is binding, and the place is yours!

**Do I need to pay a deposit?**

Yes, the security deposit must be paid before the moving-in date.

**When is the rent due?**

The first month`s rent must be paid in advance so that your place can be secured. Rental payments will be paid by direct debit.

**Studentendorf is great, but I cannot move in. Can I cancel the rental contract?**

A written cancellation is possible up to 30 days prior to the move-in date, in which case we charge a cancellation fee of 20 Euros. After this period is expired, we will charge you a cancellation fee in the amount of the first months` rent and the reservation fee of 10 Euros. A termination after moving in is only possible within the contractually agreed deadlines.

**I`ve lost my key. Now what?**

Unfortunately this will get expensive. For security reasons, we have to charge up to 200 Euros per key.