

CEA CAPA Housing Policies

Participants should be familiar with CEA CAPA's complete housing policies. This information was provided to participants as part of the application process and in their pre-departure materials and can also be found on our website: www.ceaStudyAbroad.com/docs/default-source/policy-library/CEA_Policies.

Apartment Overview

All apartments are located within the city of Madrid. However, as Madrid encompasses a large metropolitan area, you should be prepared for up to 60 minute commute to your university metro stop. Commute may vary by location and may be shorter than the projected max time. Please note that the cost for public transportation is not included.

Participants typically share an apartment building with local residents of all ages, families, elderly people, etc. Participants share the apartment and or bedroom with another CEA CAPA participant. The apartments have an equipped kitchen and are furnished with the basic fixtures, fittings and furniture.

CEA CAPA takes a lot of care in finding housing that is suitable participant accommodation to Madrid standards. Apartments come in a variety of styles and locations – each offering its own charm and advantages. It should be noted that apartments vary in layout, size, décor and age, and participants will see their accommodation differs in some aspects from that of their peers. We recommend that participants who have very specific requirements regarding their housing review carefully the characteristics of CEA CAPA apartments in Madrid in order to ensure this option is right for their specific needs.

Meals

Participants are responsible for buying their own groceries. There is a fully equipped kitchen (kitchen with sink, pots, pans, cups, dishes, utensils, stove, oven, a refrigerator and storage spaces) in each apartment in which participants can prepare their own meals. There are many different shopping and dining options throughout the city and at the universities.

Phone and Internet

There are no phones in the apartments. Participants may use local pay phones for any outgoing calls. Many participants also choose to purchase or rent cell phones while they are in Spain. The Madrid Onsite Staff will provide further information about this option during program orientation. Apartments have Internet access. However, participants should note that connection reliability is subject to the national network provider. Please note that Internet connectivity is not as reliable in Spain as it is in the USA.

Amenities

All rooms are fully furnished including a bed, limited storage space, shared bathroom, and will either have a desk or common study area.

Bedding and Towels

Pillows are provided. Participants are responsible for providing their own sheets, blankets, comforters, pillows and towels. Notice that bedding, towels, etc. that previous participants leave in the apartments will be kept for the following participants, so they are welcome to use them.

We advise participants not to bring bedding to Spain, since the bed sizes vary, and they can be purchased upon arrival (Madrid Onsite Staff will be available to provide additional information).

Laundry

Each flat is equipped with a washing machine. Participants are responsible for purchasing their own laundry detergent. There are no dryers, but each apartment is provided with a drying rack.

Cleaning

Participants will receive a weekly cleaning service in the communal areas and will be informed of the schedule during the first week after arrival. Cleaning of bedrooms, washing dishes, and taking out the trash are considered the participants' responsibilities. Each participant is responsible for cleaning his/her room at least once a week and keeping it tidy throughout the duration of the program as well as keeping all common areas clean. If the common areas are untidy and it is not possible to clean when the cleaning staff comes, they can refuse to clean. If the apartment is deemed unhygienic (i.e. food left to rot on floors/counters/furniture, accumulated liquids from garbage staining floors, insect infestation, etc.) participants will be billed for extra cleaning sessions.

Maintenance

Participants will receive assistance in resolving housing maintenance issues; CEA CAPA Madrid Housing Department will act on behalf of the participants in arranging any repairs, visits from technicians etc.; a 24-hour help line is also available for truly serious cases. Minor maintenance issues like heating and plumbing are not to be considered as serious. Staff and maintenance technicians' visits to apartments will be announced in advance whenever possible. In some cases, for example when a technician is required to solve a serious maintenance issue or a serious incident has been reported, CEA CAPA reserves the right to perform visits without prior notice.

Local Rules & Regulations

Alcohol, Smoking and Drugs

Alcohol abuse or signs of drunkenness is not accepted. Smoking and drug consumption or possession is not allowed in CEA CAPA housing.

Guests

CEA CAPA participants are responsible for the conduct of their guests while in CEA CAPA housing. Guests must be accompanied by a resident at all times. Overnight guests are not permitted in any housing assignment.

Curfew

There is no curfew in any apartment. However, participants should be respectful of their roommates and neighbors when coming home late, and keep the noise down in both apartment and common areas of the building, including halls, entrance, patio, stairs/elevators, etc.

Noise Policy

It is forbidden to make noise from 10 PM to 7 AM during weekdays, and to 8 AM during weekends and holidays. It is not only a CEA CAPA rule, but is also Madrid Law.

Keys & Security

Each participant will be issued keys to their housing and shown how to lock properly the apartment door upon check-in. For the safety of the participants and building community, it is very important that the apartment address is never with the keys, that the keys are not given to anyone else, and that participants double lock the door every time they leave the apartment empty. Participants must inform CEA CAPA as soon as possible of any lost or stolen keys. In the event that keys are lost or stolen during the program, participants will be responsible for the cost of replacement as well as for the cost of a new lock should this need to be changed. Copies of keys can only be made by the housing providers.

CEA CAPA is not responsible for any lost or stolen personal items (laptops, jewelry, cell phones, cameras, bags, etc). We strongly advise participants to insure their personal belongings for the time that they will be abroad. Any participant who is a victim of crime should notify the onsite staff as soon as possible so that they are informed of the necessary safety protocols.

Check-in

Participants will be driven to their apartment from the airport when arriving on the check-in date and when eligible for airport pickup. A CEA CAPA Madrid representative will be waiting for the participant to show them the apartment.

Housing Checks

During the semester, there will be a mid-semester housing check, and a pre-departure housing check.

Check-out

Participants must leave their apartments on the program end date, by noon.

Utilities

CEA CAPA will cover all reasonable utility expenses. Participants who incur utility charges above and beyond what is deemed reasonable by CEA CAPA will be responsible for paying the excessive charges. It may take up to three months for foreign utility bills to be issued; therefore, CEA CAPA reserves the right to hold program deposits until all utility bills have been reviewed. If the program damage deposit does not cover all utility charges, the participant will be billed accordingly. CEA CAPA reserves the right to withhold academic transcripts for any outstanding balance on participant accounts.

Please note that utility rates are typically much higher than in the US. Participants are expected to be mindful of this when using electricity, water and gas in their host country, and to be more conservative than they might otherwise be.

Damages

All participants must respect all furniture, property, and other items provided. All damage, even unintentional, will be billed to the participant responsible. If responsibility cannot be determined, the cost will be split equally among all residents. If excessive cleaning and/or trash removal is required at the end of the program, participants will be responsible for all additional costs incurred. In addition, CEA CAPA will, without liability, dispose of any personal items left in CEA CAPA housing at the end of this contract term. If the program damage deposit does not cover all charges, the participant will be billed accordingly. CEA CAPA reserves the right to withhold academic transcripts for any outstanding balance on participant accounts.

Housing Changes and Discipline

CEA CAPA commits to providing suitable participant housing. Once housing is assigned by CEA CAPA, there are only limited or special circumstances in which CEA CAPA will make changes to a participant's housing assignment. Such changes will be made at CEA CAPA's discretion and will require payment of \$400 (Change of Housing Fee) and all additional costs incurred as a result of the change.

In the exceptional circumstances that a change of participant housing assignment is deemed necessary, CEA CAPA reserves the right to relocate participant/s to any vacant CEA CAPA accommodation spots at any time during the program. Fellow CEA CAPA participants affected by such a change will be given a minimum of 24 hours' notice prior to the inclusion of a new roommate.

For academic year and double semester participants, changes to housing preferences for the second semester must be made no later than the application closure date for the second semester.

If the participant is asked to leave the housing assignment due to their misconduct (as determined by the landlord, or CEA CAPA; see CEA CAPA Code of Conduct for further details), and is allowed to remain on the program at the discretion of CEA CAPA, the participant will forfeit their security deposit. The participant will not be offered a new CEA CAPA housing assignment, and no refunds will be available. In addition, CEA CAPA staff will not assist participants in finding new independent housing. Please note misconduct may result in immediate expulsion from CEA CAPA housing and/or the CEA CAPA program. Once the decision of eviction has been made, the participant/s will be informed immediately and will be expected to leave their housing within a period of 24 hours to 7 days depending on the specific circumstances.

Conflicts

You agree to make CEA CAPA staff aware of any conflicts or significant disagreements regarding issues with roommates. Any information you share with a member of the staff can be shared with a third party if CEA CAPA considers it necessary. CEA CAPA staff has the authority to intervene and take appropriate action regarding such disputes which may include, without limitation, a change of housing assignments. You will be responsible for any costs associated with the resolution.