

### **CEA CAPA Housing Policies**

Students should be familiar with CEA CAPA's complete housing policies. This information was provided to students 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](http://www.ceaStudyAbroad.com/docs/default-source/policy-library/CEA_Policies).

### **Apartment Overview**

All apartments are located within Madrid's city center; however, as Madrid encompasses a large metropolitan area, you should be prepared for up to 60 minute commute to your university metro stop. Please note that the cost for public transportation is not included.

Students typically share an apartment building with local residents of all ages, families, elderly people, etc. Students 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 student 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 students will see their accommodation differs in some aspects from that of their peers. We recommend that students 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**

Students are responsible for buying their own groceries. There is a fully equipped kitchen in each apartment in which students 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. Students may use local pay phones for any outgoing calls. Many students 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, students 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, closet, shared bathroom, and will either have a desk or common study area.

### **Linens and Towels**

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

We advise students not to bring those to Spain, since the bed sizes varies, 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. Students are responsible for purchasing their own laundry detergent. There are no dryers, but each apartment is provided with a drying rack.

### **Cleaning**

Students 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 students' responsibilities. Each student 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 apartment is deemed unhygienic (i.e. food left to rot on floors/counters/furniture, accumulated liquids from garbage staining floors, insect infestation, etc.) students will be billed for extra cleaning sessions.

### **Maintenance**

Students will receive assistance in resolving housing maintenance issues; CEA CAPA Madrid Housing Department will act on behalf of the students 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 unexpected visits.

## **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 students 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, students should be respectful of their roommates and neighbors when coming home late.

### **Keys & Security**

Each student will be issued keys to their housing and shown how to double lock the apartment door upon check-in. For the safety of the students 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 students double lock the door every time they leave the apartment empty. Students 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, CEA CAPA will change the apartment door lock by the next business day. The student will be responsible for the cost of the new lock and keys.

CEA CAPA is not responsible for any lost or stolen personal items (laptops, jewelry, cell phones, cameras, bags, etc). We strongly advise students to insure their personal belongings for the time that they will be abroad. Any student 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**

Students will be driven to their apartment from the airport when arriving on the check-in date. A CEA CAPA Madrid team member will be waiting for the student to show them the apartment.

### **Housing Checks**

During the semester, there will be a mid-semester housing check, and one more right before the end of it.

### **Check-out**

Students are supposed to leave their apartments on the program end date, before noon.

### **Utilities**

CEA CAPA will cover all reasonable utility expenses. Students 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 student will be billed accordingly. CEA CAPA reserves the right to withhold academic transcripts for any outstanding balance on student accounts.

Please note that utility rates are typically much higher than in the US. Students 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 students must respect all furniture, property, and other items provided. All damage, even unintentional, will be billed to the student 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, students 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 student will be billed accordingly. CEA CAPA reserves the right to withhold academic transcripts for any outstanding balance on student accounts.

### **Housing Changes and Discipline**

CEA CAPA commits to providing suitable student housing. Once housing is assigned by CEA CAPA, there are only limited or special circumstances in which CEA CAPA will make changes to a student's housing



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Madrid, Spain  
Apartment

assignment. Such changes will be made at CEA CAPA's discretion and will require payment of \$300 (Change of Housing Fee) and all additional costs incurred as a result of the change.

In the exceptional circumstances that a change of student housing assignment is deemed necessary, CEA CAPA reserves the right to relocate student/s to any vacant CEA CAPA accommodation spots at any time during the program. Fellow CEA CAPA students 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 students, changes to housing preferences for the second semester must be made no later than the application closure date for the second semester.

If the student is asked to leave the housing assignment due to their misconduct (as determined by the host family, landlord, dormitory director 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 student will forfeit their \$300 security deposit. The student will not be offered a new CEA housing assignment, and no refunds will be available. In addition, CEA CAPA staff will not assist students 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 student/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.