

Dormitory FAQ

1. Does METU have a dormitory?
 - Yes, we have a contracted accommodation provider partner from whom we rent places for international students.
2. Where is this dormitory located exactly, how much does a month cost and what services are there?
 - Everything in detail can be found on the official website: <https://www.metropolitan.hu/dormitory-accommodation>
3. Are there any pictures available of the dormitory?
 - Yes, at the bottom of the previously linked website, in the gallery.
4. Is there internet access in the dorm?
 - Yes, there is unlimited WIFI.
5. Can I smoke in the dorm?
 - No, smoking is strictly forbidden!
6. I like one of the dormitories, what's next? How can I book?
 - Please write an e-mail via the SIC form: <https://www.metropolitan.hu/ask-sic> (choose the dormitory option) and one of our colleagues will contact and inform you about the next steps, which can all be done online.
7. What are these next steps?
 - You will receive an email from us. In this email you will find an online dormitory reservation form. With the help of this you need to choose the most suitable room type for you, based on the information found on the website. Once you have done this, we will send you an invoice allowing you to pay all the dormitory-related payments for the room of your choice.
8. What is SimplePay?
 - SimplePay is an online payment gateway system that allows you to pay by debit/credit card. This way you can avoid high bank charges for an otherwise necessary bank transfer.
9. What is the deposit?
 - The deposit acts as a safeguard should the tenant cause any damage to the property or does not take the accommodation for the time period laid down in the Lease Agreement or does not fulfil his/her obligations set out in the Lease Agreement in any other way. This payment is fully refundable upon check-out as long as there have been no damages to the property.
10. I've already paid the dormitory related fees along with the tuition fee; do I need to pay it again?
 - No.

11. Why do I have to pay online, can't I give the money to the landlord?
- If you are already in Hungary, you can do so, but only after you have agreed in advance with us about the terms.
12. I paid everything, what's next?
- You can discuss all the next steps with us via email. e.g. arrival time, documents, any other queries.
13. I need a lease agreement for my visa, can I get it?
- Yes, once we have received your payments. However, the *Final Acceptance Letter* is sufficient for the visa application as proof of accommodation. If the corresponding embassy/consulate requests any other document(s), please notify us.
14. My visa decision is late, and I won't be able to arrive on time, so do I have to pay the monthly fee?
- Yes. Once you book the accommodation, METU will rent the corresponding room out for you, from February 1st / September 1st. Whether or not you arrive on time, the place is reserved for you.
15. Can I cancel my dorm reservation and get my money back?
- Yes of course. Cancellation deadline per semester: August 15 / January 15. If you miss this deadline, you cannot get your dormitory-related payments back.
 - **IMPORTANT: Once you have participated in a visa interview, we strongly recommend that you wait for the final results, before requesting any refund since from the date of your visa application the address of the dormitory becomes your authorized address in Hungary which is considered for a possible visa approval.**
16. Why can't I get my money back after the cancellation deadlines?
- Because METU will rent the place you pre-booked from February 1st / September 1st. If you cancel your reservation after the deadline, METU will have to pay a lump sum damage. The dormitory-related payments cover the latter.
17. I would like to move out after a month because I don't like the dorm, will I get my deposit back?
- No, you can only get the deposit back at the end of your Lease Agreement.
18. I don't think that's fair, why can't I have it back?
- Because you are signing a fixed-term contract, hence if you move out before the expiry date of it, you will not be able to get your deposit back. This is clearly described in the Lease Agreement, which you will be able to read before you sign.
19. I want to review this contract, is it possible?
- Of course, just write an e-mail to us.

20. Do I sign the dormitory lease agreement with the university?

- No. The dormitory is only a contracted partner of METU, but not the property of METU. This means that each student signs a contract individually with the landlord of the dormitory.

21. Does this mean that if there is any conflict between me and the dormitory then I can't turn to METU for help?

- Rest assured that we will do everything we can to help you solve the problem that arises between you and the dormitory, as this is in our common interest. On the other hand, if this debate is diverted to a legal path, then METU is unable to provide further assistance.

22. Who will be my roommate? What if I don't get along with him/her, can I change my room?

- If there is such a problem, we will solve it together with the landlord as soon as possible, but this requires patience and cooperation from everyone. A solution can be a room change or the changing of the roommate.

23. What else do I need to know before I move in?

- The dormitory is not a private apartment, many international students live together from different social, cultural and religious backgrounds. You have to respect others and in return they will respect you too. The dormitory also has policies that apply to everyone, and there are no exceptions. If you only come to Budapest for partying and you think only the losers go to sleep before 2 in the morning, please do not choose the dormitory!
Live and let live!