

Essentials

Key Service for Dormitories



operated by

Feels like
HOME.at

Service Pack 1

General Info

Most dormitorie's and serviced apartment's opening hours are during week from 9.00am to 5.00pm. So how can they hand out safely your key to you if you want to arrive after 5.00pm or even on the weekend?

Well, we got the solution for you, so you do not have to waste money, time and nerves, if you would like to be totally flexible about your arriving time and moving into your new home.

The Feels Like Home team assures as an official partner of several dormitories and serviced apartments in Vienna to hand out your keys 2 h after your scheduled arriving time at the very latest. One member of the Feels Like Home team collects the keys in advance. Students who book this service can choose from 3 different packages.

- ✓ SERVICE PACK 1:
Airport Pick-up and Key delivery.
- ✓ SERVICE PACK 2:
Key delivery to your dormitory or serviced apartment
- ✓ SERVICE PACK 3:
Key pick-up by customer from an official FLH partner shop which is opened during arrival time
- ✓ Important: Your key is always stored in a small Key-Safe which is secured with a 4 digit numeric code. You and the Feels Like Home team are the only people who know the code! 72 hours prior your arrival the code will be send to your mail adress you have registered with! Any questions or complaints may be send [here](#).



Service Pack 1

Price: € 78.-

Important: We have to keep strictly to our [Terms & Conditions](#) stated [here](#), which all involved partners in this process (FLH, Housing partners and transportation partners) have agreed to. Find on page 4 a brief summary.

You place your order and a chauffeur driving a C-Class Mercedes will pick you up from the airport, will hand over our Welcome bag and the keys to your new home.

✓ Airport transfer

✓ Key delivery

✓ Welcome Bag

Service Pack 2

Price: € 68.-

Step by Step
guide

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Biggest difference to Pack 1: NO AIRPORT TRANSFER

You do not want to be picked up by a chauffeur in a limousine or you arrive in Vienna by car yourself. Well, then you should go with our Service Pack 2:

We simply deliver the key to your dorm or serviced apartment appr. 1h 15 after your scheduled arrival (if arriving by plane, train or bus).

Important: Service Pack 2 needs to be activated as soon as you have arrived in Vienna by calling our cab partner. The number will be send per mail to you together with your personal key safe numeric code. After you have called the key will be delivered.



✓ Key delivery

✓ Welcome Bag

Service Pack 3

Price: € 58.-

That is the simplest and cheapest solution. The key safe locked secured with your personal 4 digit code is lodged at an official Feels Home Home partner close to your new home.

Important: Address, directions, name and contact info of the partner will be included into your personal "key-safe-code" mail.

✓ Key pick-up



Terms and Conditions



1. Entitled to consume the Key Service

Only real persons and already Feels Like Home community members are entitled to order the FLH Key Service. Everyone who completed the registration process on www.stepbystepguide.eu or agreed to give us his/her real name and contact info differently and owns a valid Feels Like Home community card counts as FLH community member. The personal information you give to Feels Like Home must be complete, accurate and up to date. Feels Like Home is not responsible for non-performed services should the data prove incorrect. Feels Like Home reserves the right to cancel any order should the IP address of the customer be located in a country different from the billing address.

Every community member is entitled to be a consumer, of legal age and with full legal capacity, on www.stepbystepguide.eu or any other owned webpage of Divania GmbH.

2. Legal info about the Key Service:

a) Airport Transfer

When you leave the baggage claim at the Vienna International Airport at the time you have indicated in the Ordering Process (IV) you will be picked up by a representative a professional airport-pickup company with a welcome sign at the previously arranged meeting point. Due to our customer friendly delay policy, using the flight number, the professional airport-pickup company can track any changes in the arrival time and will adequately adjust the time of pick-up. However, if the flight is missed we cannot guarantee any transportation by an official partner of Feels Like Home.

Should any circumstances other than the ones defined in our Terms & Conditions delay the arrival, we accept a waiting period of up to 30 minutes, starting as of the scheduled arrival time, at the arranged meeting point. Customers arriving later will have to organize transportation to their dorm on their own and also bear all extra costs accruing in that context. Nevertheless, the contract will still remain valid and the customer will receive the keys once she or him has contacted us at office@stepbystepguide.eu.

b) Key Service Pack 2 & 3:

As an official partner of Home4students and milestones, Feels Like Home collects the keys of its customer in advance from Home4students and milestones or its affiliated partners. The unique key-safe system guarantees that no one except a Feels Like Home representative or the customer who ordered the Feels Like Home Key service is able to get access to the room key once the order was given.

If the customer loses or forgets the 4 digit number, an e mail with a copy of the customer's passport has to be send to office@stepbystepguide.eu. The user password for www.stepbystepguide.eu has to be included in the mail as well. After the info has been proven the numeric code will be send by mail.

If the key safe is stolen, damaged or lost during ordering process (see below) it has to be reported immediately to the next police station, to your dormitory or serviced apartment management and to office@stepbystepguide.eu. All extra costs originated from above described incidents need to be beared by the customer.

You are required to show the official partner of Feels Like Home either your confirmation of order or an official Identification Card (Passport) in order to verify identities. The receipt of keys has to be confirmed by you signing a document to that effect.

c) Subsequent change of information

Subsequent changes, if any, to information you provided, as for instance on flight data or the dormitory, must be communicated using the personalized link you received together with our confirmation letter. In order to be accepted on our part, such changes must be made no later than 7 days prior to the arrival date; Feels Like Home will rely on the accuracy of your information last communicated. Should the arrival time last communicated to us turn out to be incorrect, Feels Like Home assumes no liability for the non-performance of our service at your actual arrival time.

3. The ordering process:

The acceptance of orders placed on www.stepbystepguide.eu and its subdomains is subject to compliance with the procedure set up by Feels Like Home. This takes the form of a series of succeeding steps to be taken by customers to validate their order. Prior to placing their order, customers have to verify all order details, as well as the total price online, and make changes, if need be. Every order confirmed by Feels Like Home constitutes as a sales contract on the same terms. One booking counts for only one arrival of a single person. Feels Like Home reserves the right to refuse acceptance of an order placed by a customer with whom a dispute is pending in connection with the payment of a former order as well as an order that is not mirror the provisions of these general terms of sale. In any such cases, Feels Like Home will inform the customer by e-mail. Unless the customer contacts us to correct the error or the non-compliance with these general terms of sale, we reserve the right not to process the order. Once the customer has placed her or his order after reviewing all order details online, Feels Like Home will promptly confirm her or his order by e-mail to the address provided to us. In that aim, the customer formally accepts the use of e-mail by Feels Like Home to confirm the content of the order. Our confirmation e-mail will include all information provided by the customer, as well as the accepted price and terms of payment with an indication, as the case may be, of any possible difficulties or reservations in respect of the order.