

## **SUBSCRIPTION TERMS FOR SIGNING UP AND USING KBH-KOLLEGIER.DK**

When you sign up on kbh-kollegier.dk, you acknowledge that you have read and agreed to the subscription terms for using kbh-kollegier.dk.

### **Terms of Purchase**

You purchase the service from:

kbh-kollegier.dk ApS,  
CVR number, 35865292,  
Gothersgade 11,  
1123 Copenhagen K

When you create a membership on Kbh-Kollegier.dk, you confirm that you are 18 years or older, or that you are signing up with the consent of your parents or guardian.

You must not create a membership if you are under 18 years old without permission from a parent/guardian.

### **Card Number, Expiry Date, and Security Code**

On our site, you can pay with all VISA payment cards, all Mastercard payment cards, and MobilePay. If you enter your card number, expiry date, and security code when paying, these will be stored securely, as approved by Stripe as well as Quickpay and Clearhaus. For security reasons, the card number, expiry date, and security code cannot be displayed again, neither on the website nor in emails. Kbh-Kollegier.dk will therefore never ask you to send these details to Kbh Kollegier.dk, either via SMS, email, paper, or by phone.

### **Acceptance of Automatic Renewal**

By purchasing and setting up a subscription, you agree that Kbh-Kollegier.dk may charge the selected amount periodically, in line with the price of the selected product.

### **Charging Your Card**

If you get a new card, please send us the new card information.

We will, of course, delete the old information.

You can revoke your permission for us to charge an amount to your card at any time. You can also object to your card issuer (typically your bank) if you discover amounts have been charged that you did not authorize. You should object as soon as possible and no later than 8 weeks after the payment unless otherwise agreed.

### **Receipt**

Immediately after signing up for a membership, you will receive a confirmation via email. You can get an overview of your payment history by logging into your account on Kbh-Kollegier.dk and navigating to "My Account" and then "Order History." Here all your purchases will be listed, and by clicking "Invoice," you can open a PDF receipt. All payments will appear under "My Account," where all receipts are collected so that you can easily keep track of your payments. When you

cancel your membership, you will receive a confirmation via email.

## **Termination and Binding**

You can cancel your subscription agreement at any time, effective at the end of a membership period, via "My Account" at the top right corner of Kbh-Kollegier.dk, which will appear when you are logged in. The amount cannot be refunded, but you can still use Kbh-Kollegier.dk during the remaining period of the subscription. It is the user's responsibility to cancel the membership if it is not to be renewed. If you want to cancel your membership, see our cancellation guide [here](#).

## **Expiration or Blocking**

If your payment card expires or your payment card is blocked, a new credit card must be added via "My Account." If your payment to Kbh-Kollegier.dk is declined by the issuer due to card blocking or fraud, we reserve the right to terminate your subscription agreement with Kbh-Kollegier.dk with immediate effect.

## **Subscription**

By entering into an agreement (purchasing a subscription), the buyer commits to paying the specified monthly subscription fees according to their chosen subscription plan. Prices for different subscription products vary but are paid as an initial amount for the first period. After that, it functions as a subscription amount, where the second subscription charge will occur at the end of the selected period (e.g., after 3 days if the Introduction Package is chosen). This is an ongoing service that must be cancelled by the user (buyer).

## **Product Conditions**

The Introduction Package (2-day subscription product) for DKK 19.00: The first two days, or 48 hours, cost only DKK 19.00. After that, the membership is renewed at DKK 149.00 every 14 days unless the subscription is cancelled beforehand.

The Medium Package (14-day subscription product): The membership costs DKK 165.00 for the first 14 days, after which it is renewed every 14 days at DKK 144.00 unless you cancel the subscription beforehand.

The Large Package (4-week subscription product): The membership costs DKK 249.00 for the first four weeks. After that, the price drops to DKK 219.00 for four weeks. The membership is automatically renewed every 4 weeks at DKK 219.00 unless you cancel the subscription beforehand.

This means that for subscription products of 2 and 14 days, as well as 4 weeks, the first payment is made upon registration. After that, the subscription period is automatically extended by 14 days at DKK 149.00 for the Introduction Package and DKK 144.00 for the Medium Package. The subscription will continue to be automatically renewed every 14 days unless the user cancels the subscription beforehand. For the purchase of 'The Large Package,' the subscription period will automatically be renewed every 4 weeks at DKK 219.00 until the membership is cancelled. All

prices include 25% VAT.

[Here you can see how to cancel your membership.](#)

### **Disclaimer of Liability**

It is not allowed to share your registration and access to Kbh-Kollegier.dk with others. It is illegal to enter a false/another person's email address. In such a case, Kbh-Kollegier.dk reserves the right to delete your access immediately.

All personal data, e.g., email address, is treated confidentially.

Kbh-Kollegier.dk reserves the right to display advertisements, even if you have paid for access to certain parts of the website.

Kbh-Kollegier.dk reserves the right to delete your access to Kbh-Kollegier.dk without further notice, in case of a violation of the subscription terms for Kbh-Kollegier.dk.

Kbh-Kollegier.dk links to external websites and disclaims any responsibility for the content and information that may appear there.

### **About Kbh-Kollegier.dk**

Kbh-Kollegier.dk is essentially the ultimate dormitory guide for Copenhagen and the surrounding area. The website collects 295 dormitories in one place, making the dormitory search manageable. A search system has made it easy to find the dormitories that match your housing needs, and especially to find the dormitories you are eligible to apply for based on your educational direction. Kbh-Kollegier.dk collaborates with several dormitories, where we, for example, display available dormitory rooms and application deadlines in cooperation with these, but Kbh-Kollegier.dk does not handle the actual allocation of dormitory rooms. So, you cannot apply for a dormitory room through Kbh-Kollegier.dk. Instead, we function as a dormitory guide, giving you as a student the best prerequisites for finding a dormitory room in a complicated market, by informing you about everything from application possibilities to available dormitory rooms, application deadlines, application processes, and where you should apply.

When we write about available rooms/housing, we refer to a site away from Kbh-Kollegier.dk. At Kbh-Kollegier.dk, we collect all the available dormitory rooms and application deadlines from the internet. We do this to give you the best overview so you can save time. We link to the application site where you can find more information and apply directly to the dormitory. We do not manage dormitory rooms or their rental.

### **Definition of a Dormitory**

Dormitories were originally a community of students living side by side, sharing common facilities with each other. This could be shared bathrooms, kitchens, lounges, living rooms, etc. Many dormitories still resemble the original dormitory form, but there are and will be more dormitories where residents have their own bathroom, kitchen, etc. Since many dormitory rooms have their own bathroom and kitchenette, they could also be categorized as "student housing." Conversely, there are also many student housings that could just as well be categorized as "dormitory" because they have common facilities that invite an active social life among its residents. Therefore, these student

housings function on par with dormitories in Copenhagen. There are also many youth housings that are only reserved for students, and which could also be characterized as a dormitory based on the above definition. The original definitions of dormitories, student housing, and youth housing are now merging. At Kbh-Kollegier.dk, we include housing reserved for students, regardless of whether the builder has control over the definitions of a dormitory or student housing. The fact is, most are one and the same today – namely, a collegiate community for students. By accepting our subscription terms, you accept our equating of the term student housing, youth housing, and dormitories.

### **Right of Withdrawal**

Your subscription purchase is subject to the statutory right of withdrawal of 14 days. However, the right of withdrawal only applies if you have not used the product.

The withdrawal period expires 14 days after the day we made the agreement. This means that you have 14 days from the agreement day to notify us that you wish to withdraw from the purchase.

You can send an email to [mail@kbh-kollegier.dk](mailto:mail@kbh-kollegier.dk) or use the standard withdrawal form found at the bottom of the terms and conditions.

### **No Right of Withdrawal**

These agreements cannot be withdrawn:

Delivery of digital content that is not delivered on a physical medium if

- a) the delivery of the digital content is not made against payment, or
- b) the execution has begun with your prior express consent and acknowledgment that you thereby lose your right of withdrawal once we have provided a confirmation on a permanent medium.

### **Refund of the Purchase Amount**

If you withdraw from your purchase, you will get your money back.

We will refund the amount to you without undue delay and no later than 14 days from the day we received the notice that you wish to withdraw from the agreement. We will return the money using the same payment method you used for the purchase unless we have agreed otherwise.

Since you have entered into a subscription agreement, the right of withdrawal only applies at the time of entering into the agreement, and not in connection with the ongoing payment. It is the user's responsibility to cancel/terminate the subscription if it is not to be renewed. You can contact customer service by email via [mail@kbh-kollegier.dk](mailto:mail@kbh-kollegier.dk).

### **If There Is Something Wrong with the Subscription**

If you are not satisfied with the subscription, you can contact us at [mail@kbh-kollegier.dk](mailto:mail@kbh-kollegier.dk). The rules of the Purchase Act apply to the purchase of goods but not to services. However, you still have the right to complain if there are defects or deficiencies in the service. You must complain within a reasonable time and preferably as soon as possible, as time may be crucial for our ability to remedy the situation.

### **Digital Content/Digital**

**Service** For ongoing delivery of digital content or digital services, the complaint period will expire two months after the last delivery has occurred.

## Complaint Access

If you as a consumer want to complain about your purchase, you should contact customer service at [mail@kbh-kollegier.dk](mailto:mail@kbh-kollegier.dk). If we fail in finding a solution, you can submit a complaint to the Board of Appeal, Toldboden 2, 8800 Viborg, via the Complaint Portal for the Board of Appeal.

To be able to complain, the item or service you want to complain about must have cost at least DKK 1,110 and no more than DKK 100,000. There is a fee to have the complaint processed. When you shop on an e-marked webshop, you can have your case processed free of charge at e marked - regardless of the amount. Read more here.

If you reside in another EU country than Denmark, you can complain to the EU Commission's online complaint portal here - <http://ec.europa.eu/odr>.

## General

Kbh-Kollegier.dk reserves the right to update our subscription terms, including the privacy policy and cookies, on an ongoing basis, as needed. Here you can download the subscription terms in PDF format.

## Standard Withdrawal Form

(This form is only to be filled out and returned if the right of withdrawal is being exercised)

To:

Kbh-kollegier.dk ApS  
Gothersgade 11  
1123 Copenhagen K  
[Mail@kbh-kollegier.dk](mailto:Mail@kbh-kollegier.dk)

I hereby notify that I wish to exercise the right of withdrawal in connection with my purchase agreement for the following goods/services:

Ordered on: \_\_\_\_\_

Received on: \_\_\_\_\_

Consumer's name:

\_\_\_\_\_  
Consumer's address:

\_\_\_\_\_  
Consumer's signature: \_\_\_\_\_

Date: \_\_\_\_\_  
(only if the content of the form is notified on paper)

These terms were last updated on August 27, 2024.