

# ACARFAX ACCOMMODATION INFORMATION SERVICE POLICY AND GUIDE



ACARFAX – ACADEMIC YEAR 2025/2026

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## 1. NATURE OF THE SERVICE AND ROLE OF THE CENTER

At ACARFAX, we facilitate the arrival of our enrolled students in Granada through an exclusive and free accommodation information and advisory service.

**Important legal note:** The Academy's role is to act as an information provider and facilitator between the student and a selected network of trusted providers (private landlords and halls of residence). The final tenancy agreement is entered into directly between the student and the landlord. ACARFAX accepts no liability for any obligations arising from such a private contract; its role is limited to providing advice and acting as an intermediary prior to the agreement.

## 2. THE CENTRE'S QUALITY COMMITMENTS

To ensure the quality of your language study trip, the Academy makes the following commitments:

- **Strategic location:** All the selected accommodation options are located within a 5- to 20-minute walk or public transport journey of our main premises on Calle Cruz.
- **Living standards:** We regularly check that the proposed options meet the requirements for comfort, hygiene and proximity to essential services (supermarkets, pharmacies and transport).
- **Conflict mediation:** In the event of a justified complaint regarding the accommodation booked by the student, the centre will mediate with the provider to find an alternative within a maximum of 30 days, subject always to availability and the terms of the current tenancy agreement.

## 3. DETAILED ACCOMMODATION OPTIONS

The options available to students are described below:

### A. Residencial Universitario El Pilar

ACARFAX has a partnership agreement with Residencial Universitario El Pilar S.L., enabling our students to obtain a certificate of accommodation reservation prior to their arrival, subject to subsequent confirmation of their place once they have obtained their student visa, by signing the relevant contract and meeting the financial requirements.

**Location:** Calle Madre Riquelme 2 (also accessible via Calle Melchor Almagro 16), Granada. Just a 10-minute walk from the Academy.

**Facilities:** 30 single rooms and 14 bathrooms available.

**Accommodation:** Single room with access to a shared kitchen.

**Place reservation:** Place reservations for Residencial El Pilar are free of charge and non-binding for both parties. They are subject to subsequent confirmation of the place upon signing the relevant contract and meeting the financial conditions.

**Website:** <https://www.residencialelpilar.es/>

## B. Rooms in shared flats

We provide information and advice on shared flats in the following areas:

- **Location:** Calle Águila 14, Granada. Located in the same building as the Academy, right in the heart of the city.

**Features:** 12 single rooms and access to a shared kitchen. It features 4 bathrooms.

- **Location:** Plaza Gran Capitán 1, Granada. Located a 10-minute walk from the Academy, in the city centre.

**Features:** 11 single rooms with access to a shared kitchen. It features 4 bathrooms.

- **Location:** Calle Gonzalo Gallas 3, Granada. Located a 20-minute walk from the Academy, in the city centre.

**Features:** 15 single rooms with access to a kitchen. It features 5 bathrooms.

## C. Information on accommodation options

- **Options for your first days in Granada**

For the first days in Spain, it would be ideal to book a few days in a pension/hotel/hostel while searching for student accommodation, as this can take several days. Here are some links to hotels near our academy:

HOSTAL VERÓNICA CENTRO: <https://www.hostalveronicacentro.com/>

HOTEL PRESIDENTE: <https://www.maxihoteles.com/hotel-presidente-by-maxi-hoteles.html>

PENSIÓN MATILDE: <http://www.pensionmatilde.com/>

- **Accommodation search platforms**

If the student desires other options, it is advisable to start searching on the Internet to speed up the process and find the place that best suits their needs. Here are the links to some rental platforms:

ALUNI: <https://www.aluni.net/es/>

LIFE4LIVE: <https://www.live4life.es/>

FOTOCASA: <https://www.fotocasa.es/es/>

IDEALISTA: <https://www.idealista.com/>

UNIPLACES: <https://www.uniplaces.com/>

MIL ANUNCIOS: <https://www.milanuncios.com>

ALOJAMIENTO DE LA UNIVERSIDAD DE GRANADA: <http://alojamiento.ugr.es/>

- **Student residence in Granada near the language school**

RESIDENCIA VENECIA: <https://residenciaestudiantilvenecia.com/>

RESIDENCIA TRIBECA: <https://www.tribecagranada.com/>

RESIDENCIA STUDENTS XD: <https://www.residenciastudentsxd.com/>

#### 4. ECONOMIC CONDITIONS AND CONTRACTING

- **Prices:** Rates range from €250 to €360 per month (utility bills not included) for single rooms at the El Pilar University Hall of Residence or in a shared flat, depending on the type of room and location selected.
- **Security deposit:** A security deposit equivalent to two months' rent must be paid prior to arrival. This deposit will be refunded by the landlord within 45 days of the end of the tenancy, provided that the property is left in good condition and all utility bills have been settled.
- **Contract:** A binding tenancy agreement will be drawn up between the landlord and the student.
- **Related costs:** Prices, security deposits and any utility charges will be clearly set out in the personalised proposal/contract sent by the landlord to the student/tenant prior to booking.
- **Maintenance:** Students/tenants are responsible for keeping the property tidy and clean, and for their share of utility costs. Tenants must provide their own bed linen and kitchenware.

#### 5. GENERAL CRITERIA FOR COEXISTENCE AND MANAGEMENT

To meet quality standards, the centre applies the following control criteria:

- **Check-in and keys:** Once the booking has been confirmed, the student will receive instructions from the property owner regarding arrival and the handover of keys.
- **Quota and profile management:** The maximum number of students per property is monitored, and a balanced mix of ages (18–35) and nationalities is encouraged, except in justified cases.
- **User’s undertakings:** The student undertakes in writing to comply with the terms of the personalised contract agreed with the landlord, in particular with regard to house rules, quiet hours, cleaning guidelines for the accommodation, and the reasonable use of utilities and the corresponding payment for these. Serious breach of these rules may constitute grounds for termination of the contract.
- **Student profile:** These accommodations are not exclusively for ACARFAX students and may be shared with university students from other institutions and courses.
- **Student support:** Our advisory and guidance services are completely free of charge for ACARFAX students, as part of our commitment to welcoming them

## 6. TIPS FOR LINGUISTIC AND SOCIOCULTURAL EXCHANGE

To ensure your stay in Granada is a true linguistic immersion, we recommend following these guidelines that promote active learning and cultural mediation:

- **Promotion of Spanish as a vehicular language:** Even if you live with people of different nationalities, try to make Spanish the language of communication in common areas. This accelerates the retention of content learned in class.
- **Practice the language in common spaces:** Take advantage of using the shared kitchen or common areas to engage in everyday conversations with your flatmates. It is the most natural way to improve your fluency outside the classroom.
- **Be an ambassador for your culture:** The center encourages a balanced distribution of nationalities. Share typical recipes or traditions from your country; this facilitates coexistence and generates a positive atmosphere.
- **Establish coexistence agreements from the start:** Since you will share the space with students of diverse profiles, it is essential to discuss cleaning guidelines and rest hours early on to avoid misunderstandings.
- **Participation in community life:** Take advantage of the strategic location of the accommodations in the city center to interact with the local environment (neighborhood shops, markets, and pharmacies), practicing real communicative situations.
- **Responsible and conscious use:** Respect for coexistence rules and the reasonable use of utilities reflect your commitment to your flatmates and the landlord, a fundamental value in international education.

- **Constructive resolution of differences:** If cultural or habit discrepancies arise, approach the subject with empathy and respect. Remember that the Academy can act as a mediator in case of conflicts that cannot be resolved privately.

## 7. PRACTICAL TIPS AND SECURITY FOR RENTING IN SPAIN

To facilitate your search and protect your interests, we ask students to keep the following in mind before signing any agreement:

- **Basic rental glossary:**
  - *Deposit (Fianza):* Security deposit (usually 1 or 2 months' rent) that the tenant provides when signing the contract. The landlord retains it to cover possible damages and returns it at the end of the stay.
  - *Expenses (Gastos):* It is vital to verify if the advertised monthly price has "expenses included" (water, electricity, internet, community fees) or if these are paid "separately" (in addition to the rent).
  - *Guarantor (Aval):* Additional payment guarantee (can be a bank or a natural person) that some landlords require as insurance against non-payment.
- **Anti-Fraud Alert:** We strongly recommend not making money transfers in advance to individuals without having visited the property in person or without using the secure payment systems of verified official platforms. If in doubt about the legitimacy of an advertisement, consult the academy.