

## ACCOMMODATION - frequently asked questions

### **How can I reserve a place in a dormitory?**

A place in a dormitory you can reserve by using online [Dormitory Reservation System](#) – on above menu select **RESERVATION**. In the System you can choose a preferred dormitory, room, type of the room or the range of the accommodation price.

**Please check:** [Step-by-step information, how to make a reservation / Terms of Accommodation at the dormitory of international students.](#)

### **I want to live with my friend, how to make a reservation?**

If you want to live with your friend, while making a reservation you can select **reservation with a friend option and enter his ID number**.

### **What is ID number and where to find it?**

The ID number each student can find by connecting to [Dormitory reservation system](#) (on above left part of the system window).

### **I want to accommodate with my girlfriend / boyfriend, what to do?**

If you want to accommodate with your girlfriend or boyfriend – you must contact Dormitory group office for detailed information.

### **What is reservation validation time?**

Your reservation for accommodation (after it is done) will be valid for 5 work days (if the deposit is paid within 3 days). **NOTE: if You are making reservation from Your home country – make sure that You will be able to arrive within 5 work day term!**

### **How to cancel a reservation?**

If you are still connected to Dormitory reservation system You can cancel your reservation by selecting that option below the provided documents information. If you want to cancel reservation after logging out of dormitory reservation system – contact Dormitory group office.

### **I want to relocate to another room or dormitory, how can I do that?**

Every resident has a right to improve living conditions and to relocate if needed. Relocation can be performed by reserving a place on **Dormitory reservation system** from 21st until the last day of each month (except the periods of newly arriving student's accommodation). More you can read on section **SERVICES** of our website.

**Please check:** [Step-by-step information, how to make a reservation / Terms of Accommodation at the dormitory of international students.](#)

### **Why I am not able to select a place for relocation, when I will be able to do that?**

If you are not able to select a place for relocation, it is probably because at the moment relocation cannot be proceeded. A place for relocation can be reserved from 21<sup>st</sup> until the last day of each month, on other days you only can register a request to the waiting list.

### **There is no vacancy according my criteria, what to do?**

If there is no vacancy according Your reservation criteria You can register a request in the waiting list on

the **Dormitory reservation system**. When there will be a vacancy – system will provide an offer for You by the email provided by the University.

### **What I must do after registering my request / request with a friend to the waiting list?**

After registering to the waiting list, every 2 weeks You must confirm it on Dormitory Reservation System or it will be removed from the waiting list as non-active request. If you registered a request together with your friend – both of you must confirm it every 2 weeks.

### **What I must do after receiving an offer for accommodation / relocation?**

You must confirm it within 24 hours and follow the further instructions. If you registered a request together with your friend – both of you must confirm it within 24 hours.

### **According to what criteria the waiting list is formed?**

There are 2 waiting lists formed by registration date and time of the requests:

**Offers for accommodation** (if there are vacancies) are send from the 1st until 21st day of each month.\*

**Offers for relocation** are send from 21<sup>st</sup> until the last day of each month.\*

\*Except for the periods of 1 July - 15 September and 1 January - 15 February during the process of the accommodation of newly arriving foreign students, the period can be updated.

### **Why I am not able to check my waiting list number?**

A student who registered request to the waiting list can see his waiting position for those dormitories which fits by selected criteria only. For example: if you select that you want to accommodate to dorm 5 in a double room, the waiting number will be only for the dorm 5. The waiting list is formed by registration date and time of the requests.

### **I have other question about my waiting list number on Dormitory reservation system, to whom should I address it?**

If you notice any changes about your waiting number and have any questions, write us to [dormitory@ktu.lt](mailto:dormitory@ktu.lt)  
On the letter please note all the specific details regarding when you notice the change and etc.