

FAQ - ENGLISH

What is the opening time of ALEGESSEC?

Alegessec is open from 8:30 a.m to 5:30 p.m from Monday to Thursday and from 8:30 a.m to 4:30 p.m on Friday. Please note that we open at 2:00 p.m on Tuesdays. We are closed on weekends except for planned openings during the first trimester.

I'm accepted in a program but I haven't received the document concerning the housing reservation file, is it normal?

ALEGESSEC isn't responsible for sending the documents concerning housing reservations to new students. You're program takes care of it. Therefore you have to contact the person who is in charge of your program.

I don't know the exact period of my studies. Which dates for the contract period should I note on the housing reservation file?

You have to ask your program for this information. Please be aware that all residents can request an early departure or prolong their contract (request it at least one month before, without additional fees).

How can I subscribe to the multirisk housing insurance at the beginning of the school year ? How much does it cost?

You can ask your personal insurance company to provide a certificate as proof of your coverage (please bring this document with you in order to receive your keys). Otherwise, insurance companies will be present the day we deliver your keys and they will propose an insurance for you.

The insurance cost is 30€ for short contracts (less than 6 months) and 50€ for longer contracts (more than 6 months). Please remember to bring a check or cash to pay the insurance since credit cards are not accepted.

What is the difference between the first floor and the ground floor rooms at the Park residence?

The room prices are different because on the ground floor the common areas are not linked to the individual rooms.

I would like to visit the rooms of the different residences. Is this possible?

Please refer to the virtual visits on our website.

I would like to know if there is parking and if they are secured in each residence?

Yes, there is a secured parking in each residence.

I would like to stay in a double room with another person. How is it possible?

You just need to indicate it on your application document, preferably next to the choice of residence section.

I made a housing request but I still haven't received a confirmation, when will I know if a room was assigned to me?

If a room is assigned to you, a confirmation email will be sent to you during the month of July.

I made a housing demand but I'm afraid that I won't have any room assigned to me?

We do the maximum to satisfy your requests. Please send us your application as soon as possible.

When can I pick up my keys?

If housing was assigned to you, you will receive an email of confirmation during the month of July with details of the dates and hours of key deliveries according to your program.

My room number wasn't communicated to me. How can I get it?

Your room number will be communicated to you the day of your arrival, under no circumstances will this number be communicated to you before.

I will not be at ESSEC the day the keys are delivered, how can I get them ?

You can ask someone to pick up the keys for you. You will have to send us an email with the name of the person who has to present himself with his identity card.

If no one can come get your keys, send us an email explaining your situation and we will choose a date so you can pick them up.

I would like an appointment for a moving-out inspection after 4:30PM or between 12PM and 2PM.

No appointments are possible during lunch time (12PM to 2PM) and after 4:30PM (3:30 PM on Fridays)

I would like to reserve a room for next year in advance, is this possible?

If you are renewing your contract, you can indicate on your housing reservation file a request to stay in the same room.

I would like to send or drop off my luggage in advance, is this possible?

Yes, you can. You just have to make an appointment with ALEGESSEC and drop your luggage off at the Parc residence. You can also send them by mail. Please alert us of the estimated date of arrival of your luggage. You can send luggage to the following address:

*Your Name
ALEGESSEC
7 avenue du Parc
BP 90065
95020 Cergy Pontoise cedex
France*

Please do not forget to write your name and address on each piece of luggage, as well as your arrival date. Your objects will be kept in a secured room.

We are not responsible for your luggage or for any damaged items. Please do not ship perishable products. Your luggage will be placed in your room once you have picked up your keys. Please inform us of the expected mail or drop off dates, as well as the quantity, size and weight of your luggage.

When can we access our housing?

Whenever you want !