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Booking

How does the booking process work step by step?

Booking a home on Leaze is designed to be simple, transparent, and fully online.

Here's how it works:

1. Find your home

Browse listings and use filters to narrow down your preferences (location, budget, type of room, etc.).

2. Review the listing

Check pricing, included services, house rules, and availability.

3. Submit your booking request

Once you've selected a home, submit a request directly through the platform.

4. Wait for confirmation

Your booking will be reviewed by the operator.

5. Secure your booking

Follow the instructions provided to complete any required steps (e.g., payment or document submission).

6. Access your Member Portal

After confirmation, you'll be able to manage your booking and access next steps via your Member Portal.

How do I choose the right apartment for my needs?

Choosing the right home depends on your priorities. We recommend considering:

- Location (proximity to work, university, transport)
- Budget (including all fees and utilities)
- Move-in date
- Room/apartment type
- Included amenities
- House rules

Use filters on Leaze to narrow down your options and compare listings carefully.

What documents do I need to book?

Requirements can vary depending on the operator and listing.

Commonly requested documents may include:

- ID or passport
- Payrolls or proof of income
- Additional verification documents

Any required documents will be clearly communicated during the booking process. We recommend preparing these in advance to avoid delays.

When is my booking confirmed?

Your booking is confirmed once all required steps are completed. This may include:

- Submission of requested documents
- Operator approval
- Contract signature
- Payment confirmation
- Contract activation

You'll receive a final confirmation and the move-in instructions once everything is finalized.

Can I request changes before confirming a booking?

Yes, in many cases. Before confirmation, you may be able to:

- Adjust dates
- Clarify terms
- Ask questions about the listing

Changes depend on availability and operator approval.

Can I book an apartment from abroad?

Yes, Leaze is designed for remote booking. You can:

- Browse listings online
- Submit booking requests
- Complete the process without being physically present

This makes it ideal for international moves.

What happens if my plans change before move-in?

If your plans change:

- Review the cancellation or modification policy
- Review any applicable deadlines or fees
- Contact the operator as soon as possible

Options will depend on the listing and operator as well as on the terms agreed at booking.

How often are listings updated?

Listings are updated regularly by operators. However:

- Availability can change quickly
- Prices may be adjusted based on demand
- Details may be updated over time

For the most accurate information, always review the listing just before booking.

Can I visit the apartment?

We truly value your interest in the properties available through our platform and understand how important it is to find the right home.

All rooms are offered and managed directly by local operators, who oversee the properties and handle all related processes.

Due to the high volume of applications, individual viewings may not always be feasible. When presenting a room, the focus is on providing clear and comprehensive information so you can make a well-informed decision.

The local operator's team is available to answer your questions and provide detailed information about the room, the property, and the living arrangements, helping you make the choice that best fits your needs.

Can I meet my flatmates before moving in?

We provide homes to a diverse community of members, including young professionals, entrepreneurs, creatives, and students.

Members' personal data is protected under privacy regulations (including GDPR). For that reason, local operators are unable to share flatmate contact details before move-in.

How do move-ins work?

Move-ins are designed to be simple and mostly self-guided. Once your move-in is confirmed and all fees settled, you'll receive an email with personalized instructions for key collection and the first steps in your new home.

Your keys will be ready for pick-up on your move-in day from the time indicated in your instructions. Your instructions explain the exact collection method and any details needed to access the building and your unit. Depending on the building, keys may be collected via: a partner company, or a secure smart key storage system.

Move-ins are handled on business days. If your selected move-in date falls on a weekend or public holiday, you will only be able to move-in on the next available business day. Moving in during Support hours is recommended in case you need help: Monday to Friday, 09:00–18:00.

Once you have your move-in instructions, follow the steps provided and you're ready to move in.

Pricing

Which fees do I have to pay?

The total cost of your booking may include different types of fees depending on the listing.

These can include:

- Monthly rent
- One-time fees (e.g. booking, cleaning)
- Deposit (if required)

All applicable costs will be shown before you complete your booking.

We recommend reviewing the full price breakdown in the listing to understand exactly what you will pay and when.

What is included in the rent shown on the website?

What's included in the rent depends on the listing. Common inclusions:

- Utilities (water, electricity, heating)
- Internet
- Furnishing

Always check the listing details to confirm exactly what is included.

Do I need to pay a deposit? How does it work?

Most listings require a deposit. This is typically a refundable amount, held to cover potential damages or unpaid charges.

The exact timing for its refund depends on the operator, but generally:

- The apartment is inspected after move-out
- Any damages or outstanding payments are assessed
- The remaining amount is returned

The timeline and conditions will be specified in your contract and during the contract termination process.

What fees does Leaze charge vs. the operator?

Leaze provides the digital tools and Member Portal for discovering and booking homes, while operators manage the property and your overall stay.

Depending on the listing, you may encounter:

- Booking-related fees (if applicable)
- Operator fees (e.g., cleaning, deposit)

All fees will be clearly outlined before you complete your booking.

Which payment methods are accepted?

Payment methods may vary depending on the listing and operator.

Common methods include:

- Bank transfer
- SEPA direct debit
- Card

The available payment options and instructions will be provided during the booking process. Always follow the instructions provided through the platform.

What are other costs besides the rent?

When planning your move, it's useful to budget beyond monthly rent. Depending on your location and contract, there may be one-time fees at move-in, variable charges, or local taxes that are not included in rent.

Move-in costs:

- **Deposit:** Typically paid before move-in and refunded after your tenancy ends, subject to the terms of your agreement and the condition of the room/unit.
- **Cleaning fee:** A one-time fee paid for move-in.
- **Booking fee (if applicable):** A one-time fee paid before move-in.

Typically included in rent: Rent often includes items such as utilities, internet, and sometimes cleaning services. Inclusions can vary by country, building, and contract type and may change over time—please refer to your agreement for the most accurate overview.

Not included in rent:

- **Germany:** Broadcasting contribution (Rundfunkbeitrag) is legally required and set by law. It's shared among tenants in the flat and paid by tenants directly.
- **Italy:** Some contracts involve statutory costs such as contract registration-related charges (e.g., registration tax and applicable stamp duty) based on local rules. For longer contracts, some charges may recur periodically. Closing costs may also apply at move-out depending on your agreement.

Stay

How are rooms and flats furnished?

Homes are furnished so you can move in and live comfortably from day one. Exact items can vary by location, building, and room type, but the setup generally includes the essentials for everyday living.

- **Apartment/common areas:** Shared areas are furnished and set up for day-to-day use. Common-use items may include practical household basics (for example, an iron or clothes rack), depending on the building.
- **Kitchen:** Is typically equipped for cooking and daily use, with standard appliances such as a fridge and stove/cooktop. Some homes may also include a dishwasher. Basic cooking and eating essentials are usually provided.
- **Your room:** Is furnished and ready for move-in. A typical setup includes a bed, bedside table, and wardrobe. Larger room types may also include a desk and chair, depending on the room category.
- **Laundry:** Some properties have a shared laundry room, while others have a washing machine in the flat.

For the most accurate list of what's included in your specific home, check your contract/room listing or your move-in information.

Can I rent a parking space?

Parking is not included as a standard service, and in most cases parking space rentals are not managed directly.

Using public street parking or local parking options near the building, where available, is recommended.

Am I allowed to smoke in the apartment?

To ensure a comfortable living environment for everyone and to protect the property, smoking is not allowed inside our operator's homes. This includes indoor areas, balconies, and terraces (where applicable). If you smoke, please use designated outdoor areas and dispose of cigarette butts responsibly.

Please note that breaching the smoking policy may result in charges or penalties in line with your agreement and local rules.

Can I have pets?

We love the company of our furry friends. However, most homes in Europe are pet-free to ensure a comfortable living environment for all tenants, including those with allergies or sensitivities. For this reason, pets are typically not allowed.

If you'd like to request an exception, please contact Support via the Member Portal with details about the animal (type, size, and how it would be kept). Please note that this could only apply to small, low-impact animals in flatshares (for example, fish, hamsters, or turtles) or service animals. Approval is not guaranteed and depends on the building setup and your agreement.

What are the minimum stay, termination notice, and end-of-contract dates in my contract?

These terms are defined in the Rental Agreement and can vary by country, building, and contract type.

For the most accurate information, please check your specific contract with the local operator. During the signing process you will receive a copy of it. Look for the "Termination" section (or similarly named section), where you'll find:

- Minimum stay
- Termination notice period
- Any permitted end-of-contract dates

Is registration of the address possible?

Address registration is possible, but the process and eligibility depend on local rules and your contract type.

- **Check local requirements:** Each country has its own rules for registering an address (and different authorities may request different documents).

- **Prepare the documents:** You may be asked for proof of identity and proof of residence (for example, your rental agreement and/or a landlord confirmation document, depending on the country).
- **Book an appointment if required:** Some municipalities require in-person appointments or online bookings in advance.
- **Follow up after submitting:** Processing times vary, so keep any confirmation emails/receipts and follow up with the local authority if needed.

If you need help confirming what documents your operator can provide for your specific address registration, contact them via the Member Portal, specify your country/city and what the local office requested.

Account

How do I log into the Member Portal?

You can access your Member Portal from our website using a secure email login (no password required).

- Go to the website and click Sign in (top right)
- Enter your email address and accept our Privacy Policy
- You will receive an email with the subject “Sign in to Leaze”
- Open the email and click the Log in button to confirm your sign-in

Didn't receive the login email? Check your spam/junk and promotions folders for messages from us.

Important: Make sure you're using the same email address used during booking, as that's the email linked to your Member Portal account.

What is your privacy policy?

Our Privacy Policy explains how we collect, use, store, and protect personal data when you:

- Use the Member Portal
- Visit or interact with the website
- Inquire about or book a home

You can read the full policy on our website under Privacy Policy.

How can I reduce the risk of rental scams?

Rental scams can look convincing—especially when messages feel urgent or “too good to miss.” To stay safe, always rely on our official channels for communication and payments. If something seems unusual, pause and verify before sharing personal data or sending money.

Use only official Leaze channels:

- We communicate only via official domain names (for example, leaze.com) and email addresses ending in @leaze.com.
- All approved payments are processed via Stripe. We will never ask you to pay via: a personal bank account, cash, money transfer services or “urgent” alternative methods.

If you're ever unsure whether a message is genuine, do not reply or click links. Instead, access your account through the Member Portal and contact support from there.

Stay safe, rent smart.

What protections do I have when booking through Leaze?

Leaze is designed to provide a secure and transparent booking experience.

Here's what you can expect:

- Verified operators
- Structured booking process
- Clear pricing and terms
- Secure platform experience for submitting requests

Once your booking is confirmed, your agreement is with the local operator, who will support you during your stay.

What is the difference between Leaze and the local operator?

Leaze is the digital tool where you discover, compare, and book your home.

The local operator is the company that manages the property and supports you during your stay, from move-in to move-out.

This means:

- You book through Leaze
- Your contract is with the operator
- Day-to-day support during your stay is handled by the operator
- Through the Leaze Member Portal you interact with the operator and manage all your bookings in one place

This structure allows you to access a wide range of homes across different cities while still benefiting from local expertise.