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**Recipient Data:**

**Time Finished:** 2017-11-28 22:45:00 CET

**IP:** 83.194.132.222

**ResponseID:** R\_pJXg4yQwFMQie53

**Link to View Results:** [Click Here](#)

**URL to View Results:**

[https://luxembourg.eu.qualtrics.com/CP/Report.php?SID=SV\\_7adJm1NmNdECBAp&R=R\\_pJXg4yQwFMQie53](https://luxembourg.eu.qualtrics.com/CP/Report.php?SID=SV_7adJm1NmNdECBAp&R=R_pJXg4yQwFMQie53)

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**Response Summary:**

\*I submit the case to the legal clinic as :

**An individual consumer**

Information regarding the complaint. Please answer all questions marked by an \*

\*Name Daher

\*First Name Meriem

\*Tel 6000000000

\*E-mail meriem.daher@uni.lu

\*Address 69 rue Mohrfels

\*Zip code 2158

\*City Luxembourg

\*Country Luxembourg

Address of the business. Please answer all questions marked by an \*

Business registration number (VAT number, to be found on any bill or receipt) SEVE

\*Business name Uni.lu

\*Dénomination commerciale (ex. vente de voitures, vêtements,etc) Logement

\*Address 2 avenue de l'Université

\*Zip code L-4365

\*City Esch sur Alzette

\*Country Luxembourg

Date of facts

**16/09/2017 to 16/11/2017**

Did you suffer a financial loss?

**Yes**

\*Amount at stake?

**1200 euro**

Did you report the case to any other entity (public agency, private organization dealing with consumers rights)?

**No**

Tell us about the facts of the case. Please be as clear as possible when describing them.

**I am a PhD student in political science at the University of Luxembourg where I work as an assistant. I just arrived from Syria with my son. I stay at a student residence of the University. I was supposed to move to my new house on the 16<sup>th</sup> of Septembre 2019 (as stated in the contract I signed). On Septembre14<sup>th</sup>, I was however told this was not possible because some works still had to be done in the house.**

**As a consequence, I had to stay in a hotel until November 16<sup>th</sup> when I could finally move to my new house. The University of Luxembourg covered the hotel costs. However, due to this late move, I had to eat at the restaurant everyday (I could not cook in the hotel room). This caused me extra expenses, not to mention the fact that restaurants are quite expensive in Luxembourg.**

**Besides, I had to rent a car. I could not use public transports to take my kid to school as there is no public transport reachable around the hotel.**

**During all this period I suffered severe stress and could hardly start working on my PhD thesis. I should also mention that the hotel WIFI connection was not stable. This did not allow me to stay in touch with the father of my son who is in Turkey.**

**I feel the University owes 1200 euros to compensate the damages I suffered from this situation (this amount corresponds to two months of rent). I would very much appreciate your support in asking the University to compensate me for this damage.**

Terms and conditions of the Clinique: The Clinique du droit offers free information to any physical person who can be considered as a consumer according to article L. 010-1 of the Luxembourg Consumer Code. The Clinique du droit is open from October 1<sup>st</sup> to December 15<sup>th</sup> and from March 1<sup>st</sup> to June 15<sup>th</sup>. For a description of the functioning of the Clinique du droit follow this link:

[https://www.uni.lu/formations/fdef/master\\_in\\_european\\_private\\_law\\_ll\\_m/clinique\\_du\\_droit](https://www.uni.lu/formations/fdef/master_in_european_private_law_ll_m/clinique_du_droit)

Users of the Clinique du droit certify to have agreed on its mode and terms of functioning.

The Clinique shall not be held liable for any information provided to users by clinical staff. By reporting and submitting a case to the Clinique du droit, I declare having been informed of its functioning modalities and have accepted the subsequent liability waiver.