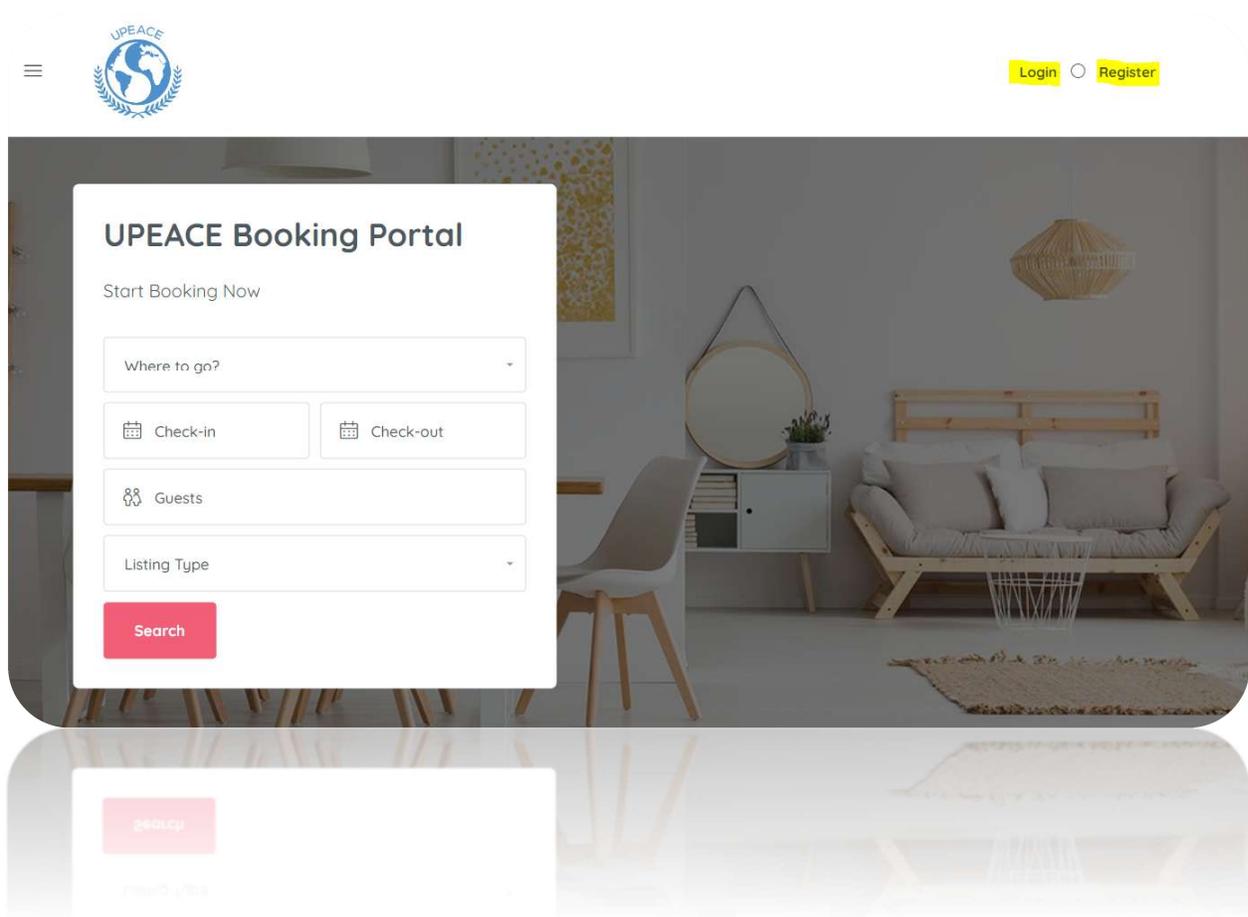


USER GUIDE FOR STUDENTS

UPEACE RESERVATION PLATFORM



Access link to the student housing portal:

<https://housingupeace.com/>

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Booking platform

UPEACE Housing Booking Platform – Student User Guide

Introduction

UPEACE has introduced a new booking platform designed to enhance and streamline the housing search and reservation process for both students and affiliated homeowners.

The platform operates similarly to the popular “Airbnb” model; however, it follows different policies, procedures, and terms and conditions. For this reason, it is essential that all students carefully review the housing guidelines before making a reservation.

Purpose of This User Guide

This guide provides comprehensive instructions on how to:

- Create a new user account
- Personalize and complete your profile
- Search for available housing options
- Submit a reservation request
- Check the status of your reservation
- Access the homeowner’s contact information once a reservation has been submitted

We strongly encourage you to read this document thoroughly to ensure your booking request is submitted correctly and without delays.

Important Documents to Review

Before making a reservation, students are strongly advised to review the following:

- The document “Student Housing - General Information 2026-2027”
- The official Terms and Conditions

- All pages available in the portal's Information menu.

These materials contain essential information regarding UPEACE housing procedures, rental practices in Costa Rica, payment cycles, security deposits, and student responsibilities.

Carefully reviewing this information will help you make an informed decision and prevent potential misunderstandings or complications during your stay.

Housing Standards and Availability

All affiliated homeowners are committed to providing quality accommodation to UPEACE students. Many of them have collaborated with the university for several years and comply with the minimum standards established by UPEACE regarding safety, comfort, and essential amenities.

There are sufficient housing options available for students each semester, and the Housing Office continuously works to expand and improve the housing database to meet demand.

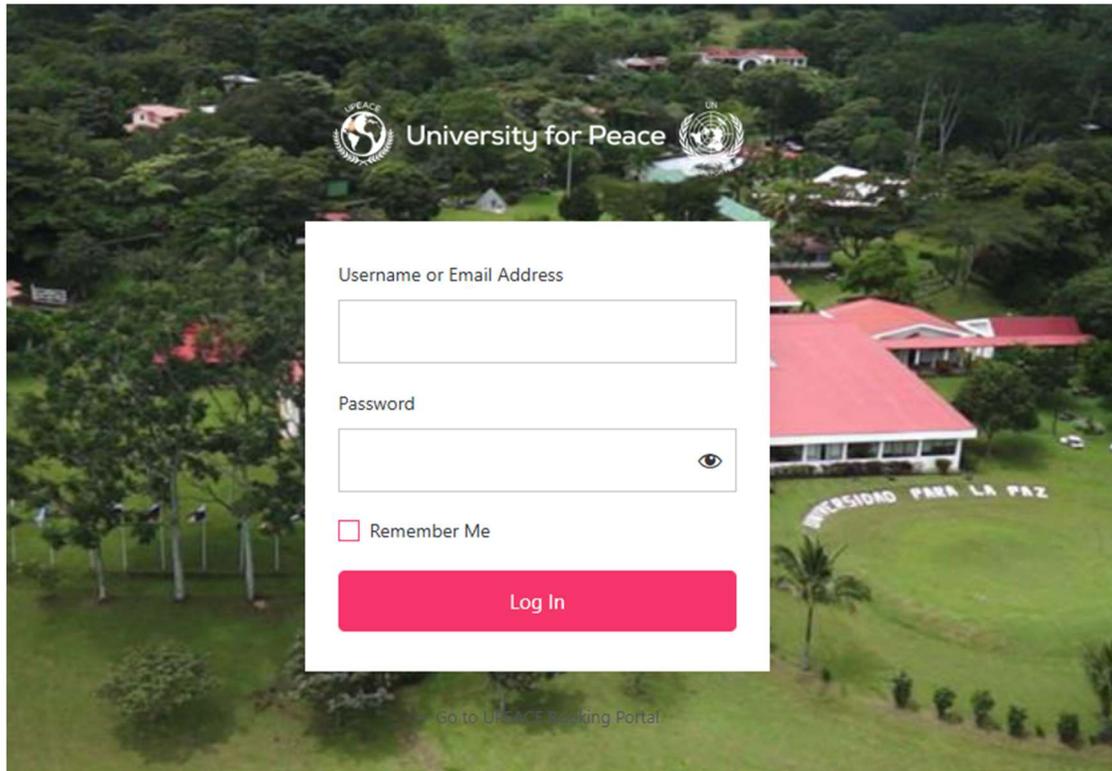
Need Assistance?

If you have any questions or require support during the booking process, please contact:

 **housing@upeace.org**

We are happy to assist you.

Register and Login



Updated Registration and Reservation Guidelines

To strengthen platform security, improve the booking experience, and ensure compliance with user account requirements, the registration process will be updated for the benefit of **all users**, including both students and hosts.

Please note the following important guidelines:

Student Eligibility

Only students classified as **enrolled students** (officially admitted and having completed the minimum enrollment payment) are authorized to make official housing reservations.

✔ **One Reservation at a Time (No Exceptions)**

Students are allowed to submit and hold **only one active reservation at any given time**.

Attempting to submit multiple reservations (more than one request) will automatically trigger an account block by the system, which may significantly delay your booking process. This policy is in place to ensure fair access to housing opportunities for all students prior to arrival.

Account Creation Process

Seven days prior to the official opening of the portal, you may contact the Housing Assistant (housing@upeace.org) to begin the process of creating your reservation account. You must wait until official reservation date to book.

To proceed with creating your account, please email the following complete information to:

 **housing@upeace.org**

Please include:

- Full name
- Academic program
- Email address
- A secure password (must include letters, numbers, special characters, and be at least **15 characters long**)

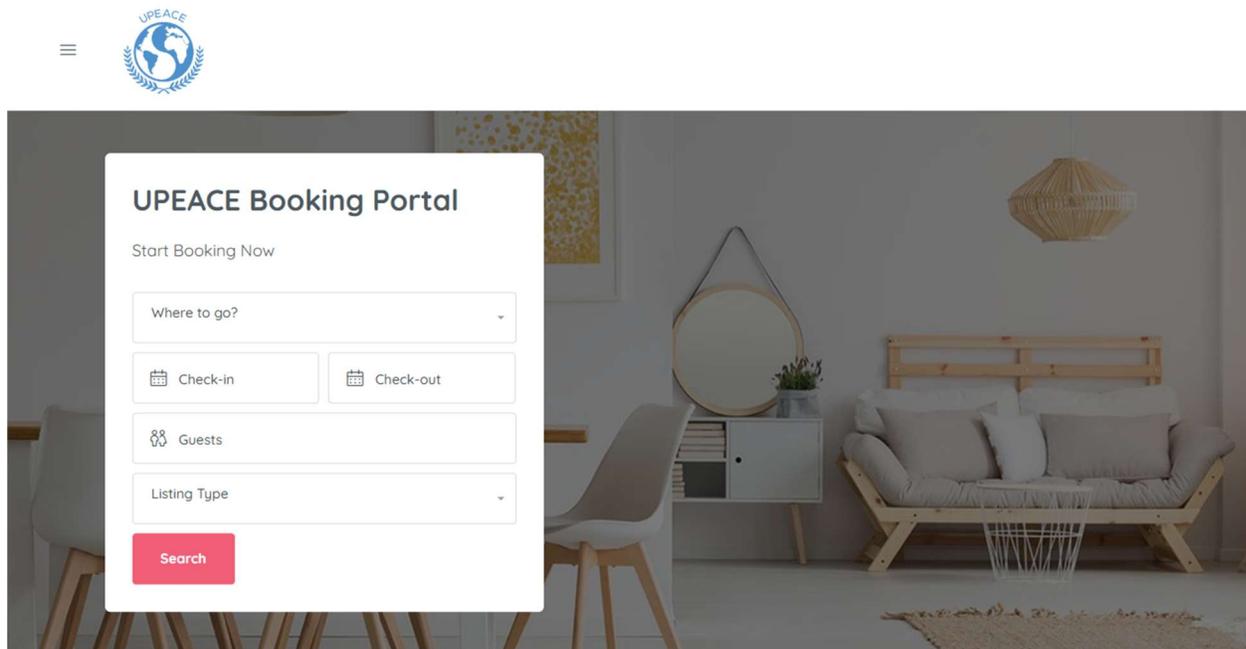
Password Reset or Change

If you need to reset or update your password, please send:

- Your registered email address
- Your new secure password (must include letters, numbers, special characters, and be at least **15 characters long**)

Once this information is received, the Housing Assistant will manually create and validate your account. You will be notified as soon as your account is activated and ready for login. Don't forget to update your student profile info after first login.

Important Steps to Complete Before Booking



Complete Your Student Profile

Once your account has been created, you must update your student profile before submitting any reservation requests.

To do this:

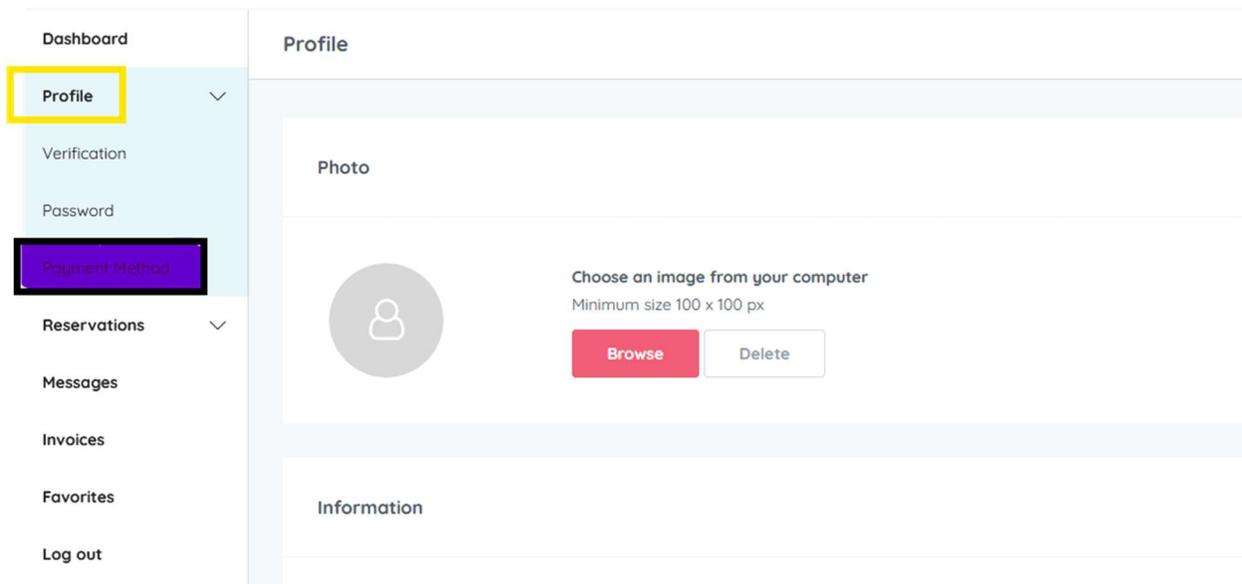
1. Select **"My Profile."**
2. Complete all required fields, including:
 - Upload a profile photo
 - Enter your first and last name
 - Native language and additional languages
 - Phone number with country code (example: +506 XXXX XXXX — WhatsApp preferred)
 - Short biography (Bio)
3. Click **"Save."**

In addition, please make sure to provide:

- Your country address
- Emergency contact information

⚠ Important Note

Uploading a photo of your official ID is highly recommended for identity verification and account credibility purposes (casual photos are acceptable). Following these guidelines helps prevent your account from being flagged as spam and ensures smoother communication with property owners.



⚠ Important Notice Regarding Payment Information

In your dashboard’s **Profile** section (accessible through the dropdown menu), you may see a **“Payment Method”** window.

Please note that this feature is currently **disabled** on the platform, and you are **not required to complete it**.

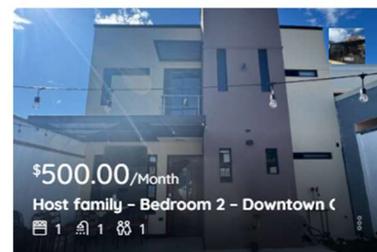
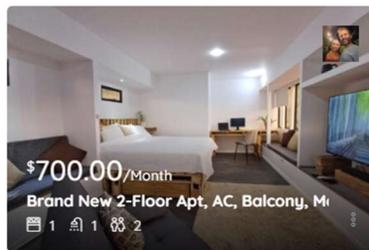
The UPEACE Housing platform **does not process payments or handle financial transactions of any kind**. All payment arrangements are managed directly between the student and the property owner, according to the established housing guidelines.

Browse Available Properties

Once your account has been created and your profile has been fully customized by following the steps above, you will gain access to all listed properties in the UPEACE housing database.

You may browse available options simply by scrolling through the platform (see image above). The listings include a variety of housing types such as homestays, apartments, studios, and houses, allowing you to select the option that best fits your needs and preferences.

Please note that while the platform operates similarly to popular booking websites like Airbnb, it is not the same. UPEACE housing follows different policies and procedures. All rentals are arranged on a **monthly basis**, rather than nightly or daily, in accordance with UPEACE housing guidelines.



Important Booking Policies and Trial Month

Unlike Airbnb or similar booking platforms, the UPEACE Housing platform does **not allow direct communication with property owners**. This approach helps streamline reservation management and ensure fairness across all student bookings.

Your housing decision should be based on the descriptions, photos, videos, reviews and details provided in each property listing.

One-Month Trial Period (First Property Only)

For your peace of mind, UPEACE offers a **one-month trial period** upon your arrival in Costa Rica.

During your **first month only**, you may rent your initial accommodation:

- Without paying a security deposit (except in a few cases)
- Without signing a rental contract upon arrival (except in a few cases)

This trial month allows you to evaluate your housing choice. During this time, you may decide whether to remain in the same property or move to a different one starting in your second month.

From the **second month onward**, you must formalize your stay by:

- Paying a security deposit
- Signing a rental agreement

Please note that this trial benefit applies **only once** and **only to the first property booked prior to arriving in Costa Rica**. After the first month, students are expected to honor their reservation agreement.

One Reservation at a Time (Strict Policy)

Each student is allowed to hold **only ONE active reservation at any given time**.

Attempting to book multiple properties simultaneously may result in penalties, including cancellation of all reservation requests, with no option for reinstatement.

If your reservation is declined by a host, you may then proceed to submit a new request for another property. Please do not make multiple reservations

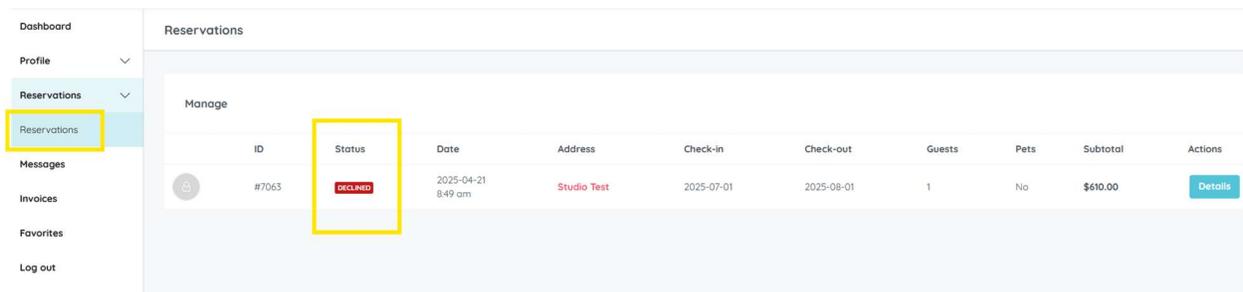
at the same time thinking of them as Plan B, C, etc., as this will be considered a multiple booking. The host will confirm or decline your reservation through the platform as soon as possible, so you'll have clarity on the next steps to follow.

Checking Your Reservation Status

You may monitor the status of your booking at any time by accessing the **“My Reservations”** section in your account dashboard.

If a reservation is canceled or declined, this will be reflected there, allowing you to select a different property.

Please remain attentive to platform notifications and updates regarding your reservation.



| Reservations | | | | | | | | | | |
|--------------|----------|-----------------------|-------------|------------|------------|--------|------|----------|-------------------------|--|
| Manage | | | | | | | | | | |
| ID | Status | Date | Address | Check-in | Check-out | Guests | Pets | Subtotal | Actions | |
| #7063 | DECLINED | 2025-04-21 8:49 am | Studio Test | 2025-07-01 | 2025-08-01 | 1 | No | \$610.00 | Details | |

How to Submit a Booking Request

To submit a reservation request, first select the property that best matches your accommodation needs based on the information provided in each listing.

Please keep in mind that other students may be submitting reservations at the same time. For this reason, we recommend acting promptly once you find a suitable option. Priority for the property will be granted to the first person who completes the reservation through the portal.

Before proceeding, make sure you have a **confirmed arrival date**. Reservations cannot be submitted without an official arrival date, and tentative or estimated dates are not permitted.

⚠ Important Notice

Once your reservation is approved by the property owner, it is considered **final**. You are expected to honor your booking, and reservations should never be treated as provisional or temporary.



Amazing U Peace Community Apartment 13
WPSR-H4 San José, Finca La Ponderosa, Costa Rica

| | | | |
|-------------------|---------------------------|---------------------------------|------------------------------|
| Type Apartment | Accommodation 2 Guests | Bedrooms 1 Bedrooms / 1 Beds | Bathrooms 1 Full bathroom |
|-------------------|---------------------------|---------------------------------|------------------------------|

\$550.00/Month

Your dates are available!

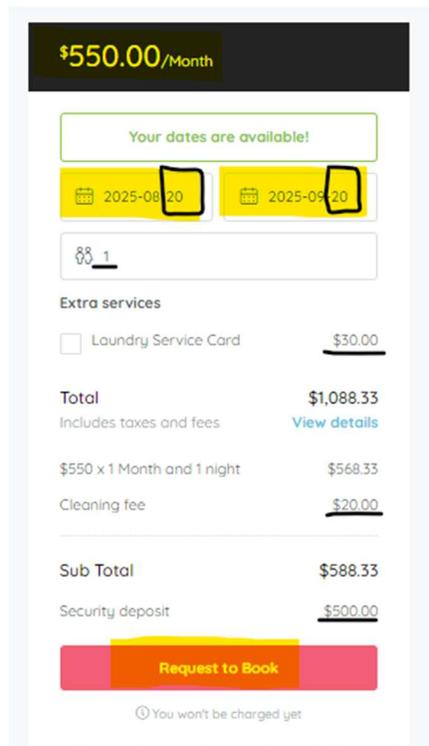
2025-08-20 | 2025-09-20

1

Extra services

Laundry Service Card \$50.00

Total \$1,088.33



Completing Your Booking Request

Once you have found a suitable property, you may proceed with your reservation by entering the following information:

- Move-in date (Check-in)
- Move-out date (Check-out)
- Number of tenants or guests staying with you

After completing these fields, click **"Request to Book"** (see image above).

Monthly Booking System Explained

Please remember that all UPEACE reservations are made **on a monthly basis only**.

This means your booking must follow a full one-month cycle starting from your check-in date. For example:

- If your check-in date is **August 20**,

- Your one-month cycle ends on **September 20**.

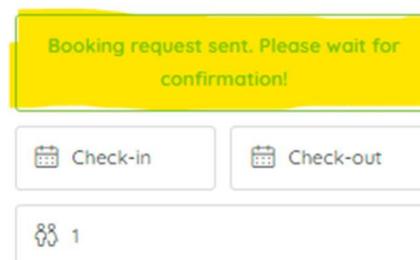
Your payment cycle will then continue on the **20th of each subsequent month**. Any future move-outs or housing changes must align with this date.

The calendar displayed on the platform is symbolic and serves only as a reference for move-in and move-out dates. It does not represent daily or nightly rentals.

Important Note About Extra Nights

If your booking follows the monthly cycle and the system reflects 1–3 additional nights (as shown in the example above), please do not be concerned. You will still be charged the agreed **monthly rate**, including any applicable service fees (such as cleaning).

Additional services may be offered separately. If available, you may select them using the corresponding checkboxes during booking or arrange them directly with the property owner after your reservation is confirmed.



Reservation Confirmation and Possible Outcomes

After successfully submitting your reservation request and completing all required steps, you will see a confirmation message on your screen (see image above). This indicates that your request has been received and is now pending review by the property owner.

At this stage, there are two possible outcomes:

- ✓ **1. Approved / Confirmed**

This means the property owner has accepted your reservation, and your accommodation is officially secured for your arrival.

Important reminders:

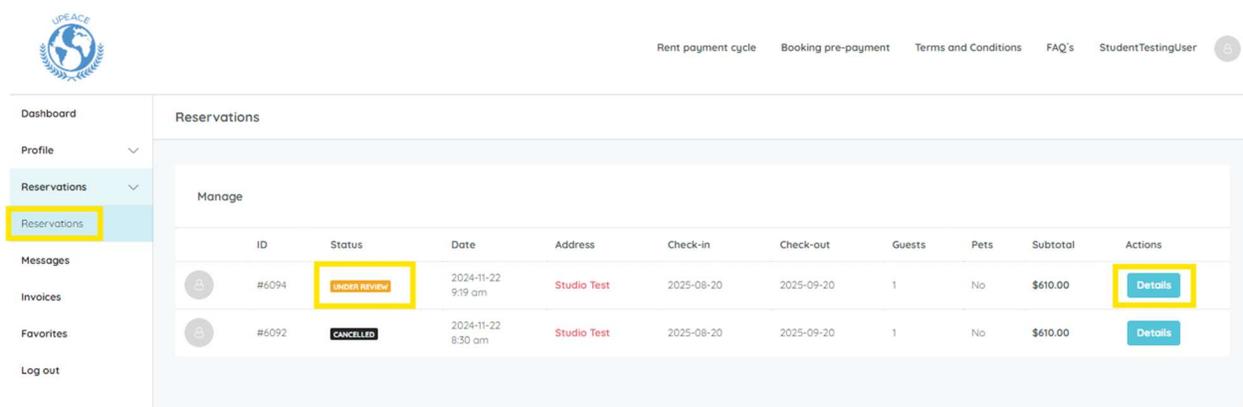
- Once your booking is confirmed, please maintain active communication with your landlord. Failure to do so may result in cancellation by the homeowner.
- Approval may be granted regardless of whether prepayment is required.
- If prepayment is requested, it must be completed within **72 hours** to avoid cancellation.

At this point, you may proceed with your arrival planning knowing that you already have housing secured.

✗ 2. Declined / Cancelled

This means your reservation was not approved, usually because the property has already been rented by another student or is no longer available.

If your booking is declined or canceled, you may immediately return to the platform and submit a new reservation request for another property that fits your preferences.



Viewing Your Reservation Status

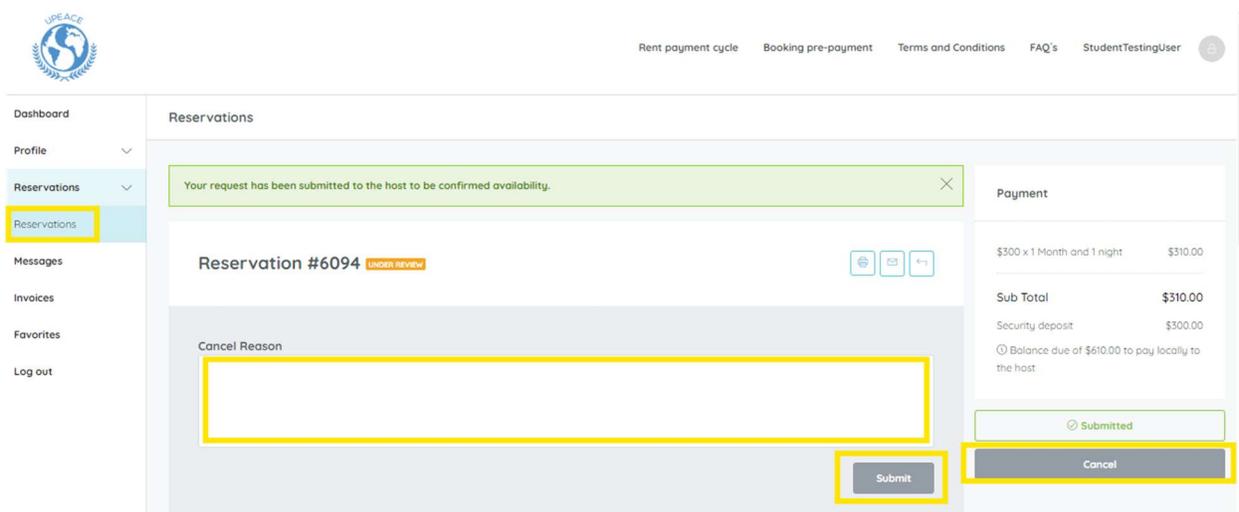
Once your booking request has been submitted, it will appear in your dashboard under the **Booking** window. This section displays a list of all

reservations you have submitted, along with their current status (approved, pending, declined, or canceled).

In the example shown above, you can see two booking requests:

- One that has already been canceled
- One that is still pending review by the property owner

This dashboard allows you to easily track the progress of your reservations and stay informed of any updates.



Canceling a Reservation Request

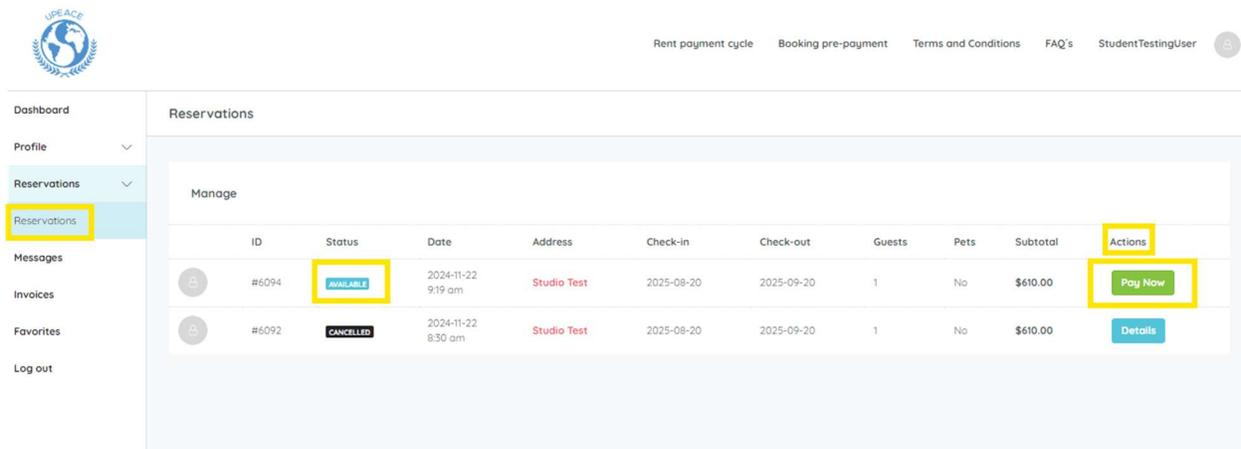
You may cancel your reservation request **for any reason** (for example, if you find a better option) **as long as the property owner has NOT yet approved it.**

To cancel a pending reservation:

1. Select the reservation you wish to cancel.
2. Click the **"Actions"** button.
3. Choose **"Cancel."**
4. Provide a reason for the cancellation.
5. Click **"Submit"** to complete the process.

⚠ Important Reminder

If your reservation has already been approved by the property owner, you are required to honor the booking for **at least the first month of rental (trial month)**. **The first month's payment must be made, with no exceptions.**



| ID | Status | Date | Address | Check-in | Check-out | Guests | Pets | Subtotal | Actions |
|-------|-----------|--------------------|-------------|------------|------------|--------|------|----------|---------|
| #6094 | AVAILABLE | 2024-11-22 9:19 am | Studio Test | 2025-08-20 | 2025-09-20 | 1 | No | \$610.00 | Pay Now |
| #6092 | CANCELLED | 2024-11-22 8:30 am | Studio Test | 2025-08-20 | 2025-09-20 | 1 | No | \$610.00 | Details |

Reservation Status Update After Owner Confirmation

Once your reservation is confirmed by the property owner, the status of your booking will change from **"Pending Review"** to **"Available."**

At this point, you will see the following message displayed on your dashboard:

"So far so good! The host has confirmed your availability for this reservation. Please complete the pending payment."

This message confirms that your accommodation has been secured and indicates any next steps required to finalize your booking, if applicable.

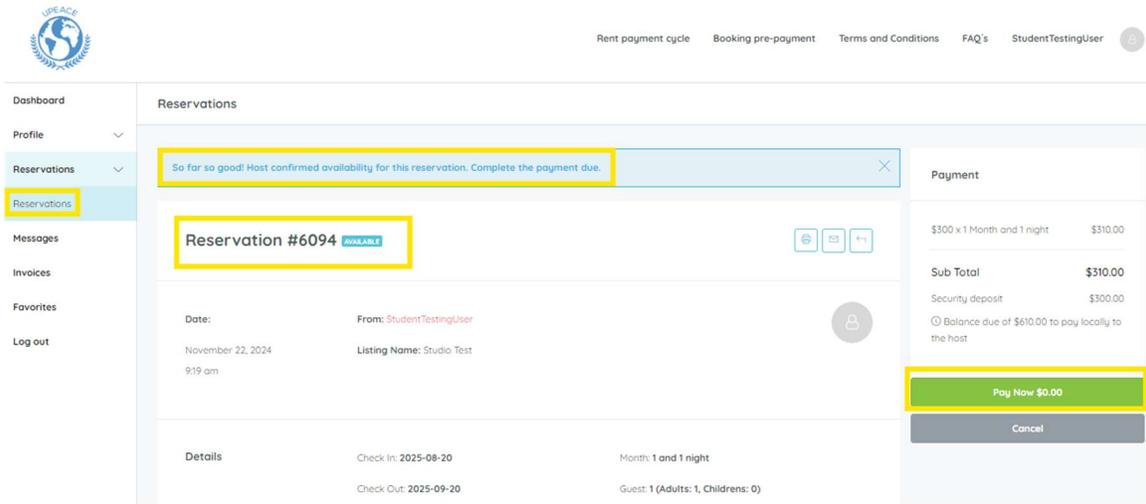
⚠ Important Note About the "Pay Now \$0.00" Button

As emphasized throughout this guide, the UPEACE Housing platform **does NOT process payments of any kind.**

However, to complete your reservation workflow, you must click the **"Pay Now \$0.00"** button.

This action will **not charge you** and **will not affect the status of your reservation**. Instead, it allows you to view important payment-related details provided by the property owner, including whether **prepayment is required**.

Review this information carefully, as it is essential for understanding your next steps and coordinating directly with the homeowner.



Next Steps After Clicking “Pay Now \$0.00”

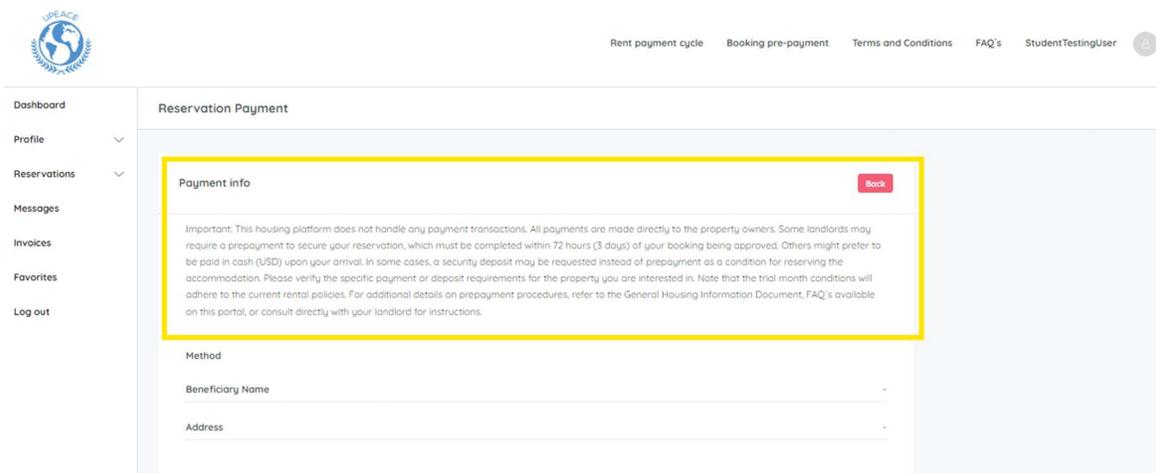
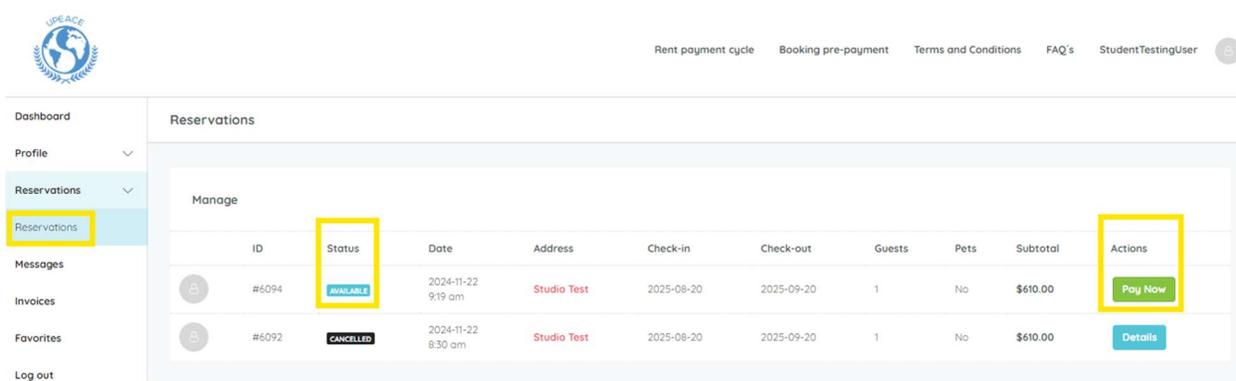
After clicking the “Pay Now \$0.00” button, you must **contact the property owner as a priority** to confirm next steps.

If your reservation requires prepayment, please ensure that the transfer is completed within **72 hours (3 days)** to avoid cancellation.

Be sure to carefully review the cancellation policy provided by the owner.

You should receive an email notification once your reservation is either confirmed or canceled. However, these emails may occasionally be not delivered or sent to your spam or junk folder, so please check all inboxes regularly. You may also contact **housing@upeace.org** for further assistance.

In addition, we strongly recommend logging into your housing portal account frequently to stay updated on your reservation status.

| ID | Status | Date | Address | Check-in | Check-out | Guests | Pets | Subtotal | Actions |
|-------|-----------|-----------------------|-------------|------------|------------|--------|------|----------|---------|
| #6094 | AVAILABLE | 2024-11-22 9:19 am | Studio Test | 2025-08-20 | 2025-09-20 | 1 | No | \$610.00 | Pay Now |
| #6092 | CANCELLED | 2024-11-22 8:30 am | Studio Test | 2025-08-20 | 2025-09-20 | 1 | No | \$610.00 | Details |

Finalizing Your Reservation Status (“BOOKED”)

It is crucial to ensure that your reservation status changes to **“BOOKED”** rather than remaining as **“New”**, **“Pending Payment”** or **“Available.”**

Please note that the system will automatically cancel any reservation that is not finalized within **72 hours (3 days)**.

To avoid cancellation, follow the instructions below based on your situation:

✓ If NO Prepayment Is Required

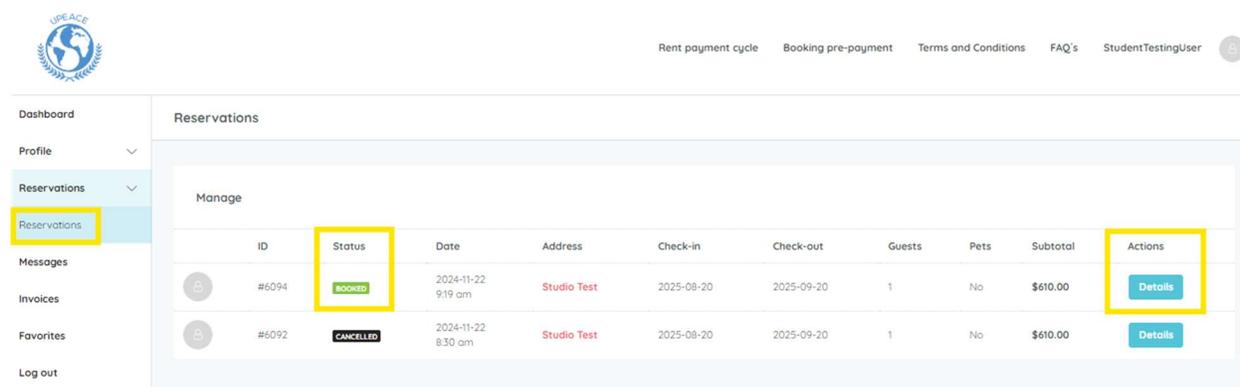
1. Contact the property owner directly.
2. Request that they update your reservation status to **“Paid.”**
3. This step is mandatory—even if no prepayment is required.
4. The update must be completed within **72 hours**.

✓ If Prepayment IS Required

1. Coordinate with the property owner to complete the required prepayment within **72 hours (3 days)**.
2. Provide proof of payment to the owner.
3. Ask the owner to update your reservation status to **"Paid,"** which finalizes the booking.

Once these steps are completed, your reservation status will appear as **"BOOKED,"** indicating that your accommodation has been successfully secured. Whether or not prepayment is required.

As illustrated in the image below, "BOOKED" represents the final stage of the reservation process. Any other status will result in automatic cancellation after 72 hours. Therefore, please ensure that **"BOOKED"** is displayed in your booking dashboard after completing all required steps outlined in this guide.



Communicating With Property Owners

We strongly recommend using **email and WhatsApp** to communicate with property owners, as these methods provide faster and more reliable responses.

Although the platform includes a built-in messaging window, replies through this feature may take longer and could lead to communication delays—especially in cases where prepayment is required and timing is critical (within 72 hours).

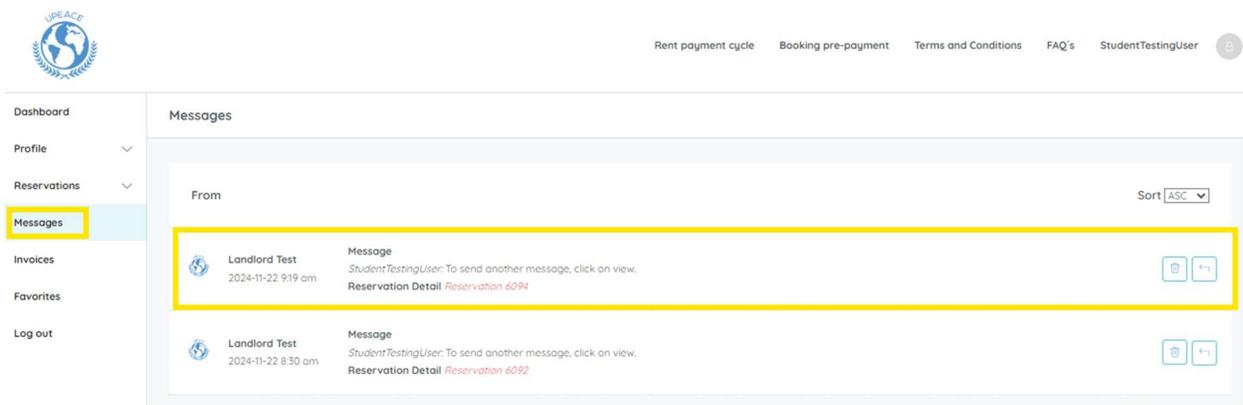
For this reason, please prioritize email and WhatsApp for all important coordination.

Requesting Owner Contact Information

Once your reservation status has been updated to “**Pending Payment**” (when prepayment is required) o “**BOOKED,**” (when approved by the host) you may request your owner’s contact information by providing your **reservation ID** (consisting of 5 numbers) and emailing the UPEACE Housing Assistant at:

 **housing@upeace.org**

The contact details will be shared with you as soon as possible.



Pre-payment of rent (Frequently Asked Questions)

- 1. What is Booking prepayment?** Since January 2024, a new reservation policy requires an advance payment to secure your booking. Within **72 hours** of the property owner approving your reservation, you must pay a portion (typically one-third but not limited) of the total first month's rent, with the exact amount confirmed by the owner. The remaining balance for the first month's rent will be due upon arrival and should be paid directly to the owner. Please note that this pre-payment is not considered a security deposit. For example, if your monthly rent is \$600 USD, your prepayment will be \$200 USD (one-third of the rent). Once this payment is made, your reservation will be officially confirmed. Be sure to contact the property owner directly for specific payment instructions.
- 2. How do you make the booking pre-payment transfer?** After your reservation is approved by the property owner, you may ask your host's contact information from the Housing Assistant (housing@upeace.org). At this point, you must promptly request the owner's bank details to complete the pre-payment within 72 hours after being confirmed. Failure to make the payment within this timeframe will result in the **cancellation of your reservation**. Once the pre-payment is made, be sure to send the owner a copy of the payment receipt for confirmation. **Note:** The housing platform does not handle or process payments of any kind.
- 3. Is booking pre-payment required for all UPEACE facilities? No,** not all owners require pre-payment. To determine whether pre-payment is necessary, check the property description or booking policies. This section will clearly indicate if pre-payment is needed. If pre-payment is NOT required, you can make your first payment upon arrival. However, if pre-payment IS required, you must complete it **within 72 hours**, starting from the time your reservation is confirmed by the owner and in order to secure your accommodation. Otherwise, the reservation will be **declined and cannot be reversed**.
- 4. Is the prepayment refundable? NO,** the pre-payment is non-refundable.
- 5. What happens if I need to change my arrival date, will I lose the pre-payment?** If your reservation has been confirmed and the pre-payment made within the designated 72-hour window, the property

owner may offer a "**grace period**" for your arrival, typically ranging from **7 to 10 days** after your original booking date. Should any circumstances arise that require you to request an extension or adjust your arrival date, you must communicate and negotiate this directly with your host.

Frequently Asked Questions (FAQs)

Below you will find some of the most common questions from students. Please note that the reservation portal includes additional FAQs that address many concerns before, during, and after your booking process. You may access them directly on the platform (click [HERE](#)).

What if I want to stay longer in the same place after the trial month?

You must notify your landlord before the end of your first month (ideally between the 2nd and 3rd week) to inform them that you wish to extend your stay.

In addition, it is extremely important that you submit a **new booking request through the UPEACE portal (as a priority)** for the full duration of your extended stay. This prevents the property from being booked by another student while you are still occupying it.

If this is not completed, it may result in a reservation conflict (between your booking and another student's), which could directly affect your stay at the rented property. For this reason, please treat this task as a **high priority** to avoid future inconveniences.

Recommendation: Add this task to your personal calendar and mark it as **high importance** to ensure timely completion.

What happens if I want to change housing after the trial month?

Please notify your landlord as early as possible—preferably between the first and third week of your trial month. This allows the owner to update the

property status to **“Vacant”** on the platform, making it available for other students once you move out.

Why can’t I complete rent payment through the platform?

The payment feature on the platform is disabled and will remain so. All payments are handled **directly with the host** via transfer, deposit, or cash.

- If **prepayment is NOT required**, you may pay your first month’s rent directly to the landlord upon arrival.
- If **prepayment IS required** (as stated in the property description or cancellation policy), it must be completed within **72 hours** after your reservation is confirmed.

Failure to complete required prepayment within this timeframe will result in automatic cancellation for non-payment.

Any remaining balance is due on your arrival day and must be paid directly to the host. To confirm prepayment amounts and obtain bank details, you must contact your property owner directly.

How do I get the owner’s contact information?

The platform does not display owner contact details, and students cannot communicate directly with hosts before booking. Your decision should be based on the listing information provided (descriptions, photos, videos, policies, and reviews if available).

Once your reservation is submitted (pending payment or booked), you may request the owner’s contact information from the UPEACE Housing Assistant.

If you are already in Costa Rica and would like to visit properties before booking, please email:

 **housing@upeace.org**

The necessary information will be shared with you promptly.

Remember: you have a one-month trial period, which allows you to change housing starting in your second month if needed.

How to Submit a Review for Your Property or Owner

You can submit a review directly through your UPEACE booking account.

As your rental period approaches its end, the system will display a **“Post Review”** button.

To leave feedback:

1. Log in to your booking account.
2. Go to the **Booking** section.
3. Select the reservation you wish to review and click **“Details.”**
4. In the top-right corner, click the pencil icon.

Your review includes two parts:

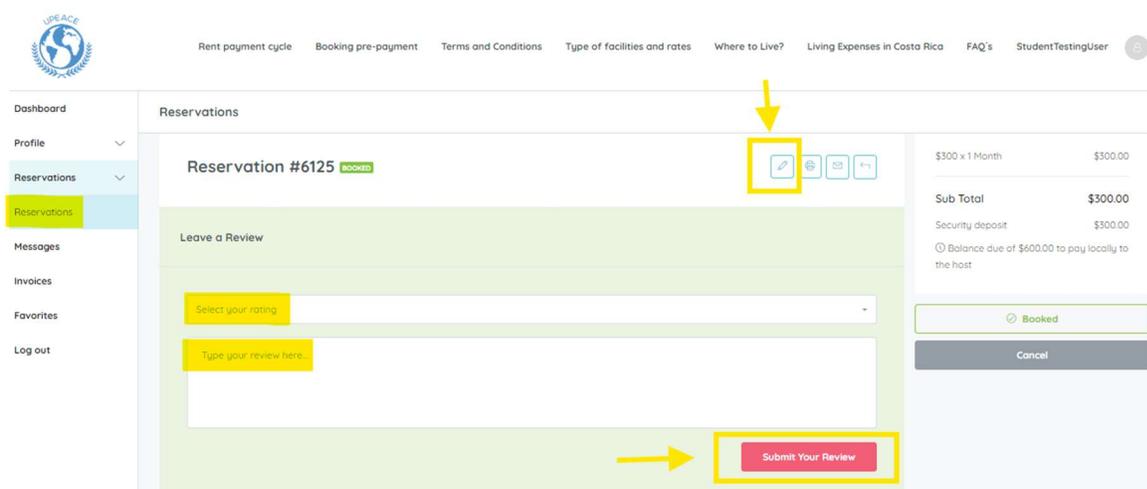
★ Star Rating

Rate your experience from 1 to 5 stars (5 being the highest).

Written Comments

Share your experience with the property and the host. Reviews are visible to both students and homeowners, similar to other booking platforms.

After completing both sections, click **“Submit Review”** to finalize your feedback. Reviews are reviewed before being published.



The screenshot shows the UPEACE booking system interface. At the top, there is a navigation menu with links: Rent payment cycle, Booking pre-payment, Terms and Conditions, Type of facilities and rates, Where to Live?, Living Expenses in Costa Rica, FAQ's, and StudentTestingUser. On the left, there is a sidebar menu with options: Dashboard, Profile, Reservations (selected), Messages, Invoices, Favorites, and Log out. The main content area is titled 'Reservations' and shows 'Reservation #6125' with a 'booked' status. Below this, there is a 'Leave a Review' section with a 'Select your rating' dropdown and a 'Type your review here' text area. At the bottom right of the review form, there is a red 'Submit Your Review' button. A yellow box highlights this button, and a yellow arrow points to the pencil icon in the top right corner of the reservation details area. On the right side of the reservation details, there is a summary table:

| | |
|--|-----------------|
| \$300 x 1 Month | \$300.00 |
| Sub Total | \$300.00 |
| Security deposit | \$300.00 |
| Ⓜ Balance due of \$600.00 to pay locally to the host | |

Below the table, there is a green 'Booked' button and a grey 'Cancel' button.

What happens if I book directly with the owner instead of using the platform?

It is **strongly recommended** that all reservations be processed directly through the UPEACE Housing platform—even if you have already coordinated arrangements with the property owner in advance.

Submitting your booking through the platform ensures that:

- Your reservation is recognized as an **official UPEACE booking**
- You can submit reviews and feedback
- Your stay is properly documented within the Housing system
- You benefit from UPEACE housing guidelines and procedures

A reservation is considered official only when it is completed through the designated UPEACE booking platform.

However, if you choose to book directly with a homeowner (for either a short or long stay) and would still like your feedback to appear on the platform, you may request assistance from the Housing Assistant to manually publish your review.

How to Request a Manual Review Submission

If your booking was made outside the platform, please follow the steps below to have your review posted by the UPEACE Housing Assistant:

Please provide the following information:

1. **Written Comment:** Share your experience regarding the accommodation and the service provided by the host.
2. **Star Rating:** Rate your stay on a scale from 1 to 5 stars (1 = lowest, 5 = highest).
3. **Name Preference:** Indicate the name you would like displayed on your review.
4. **Timeframe of Your Stay:** Provide your check-in and check-out dates for the property being reviewed.

5. **UPEACE Study Program:** Specify the academic program, course, or internship you attended during your stay.

 **Submitting Your Review**

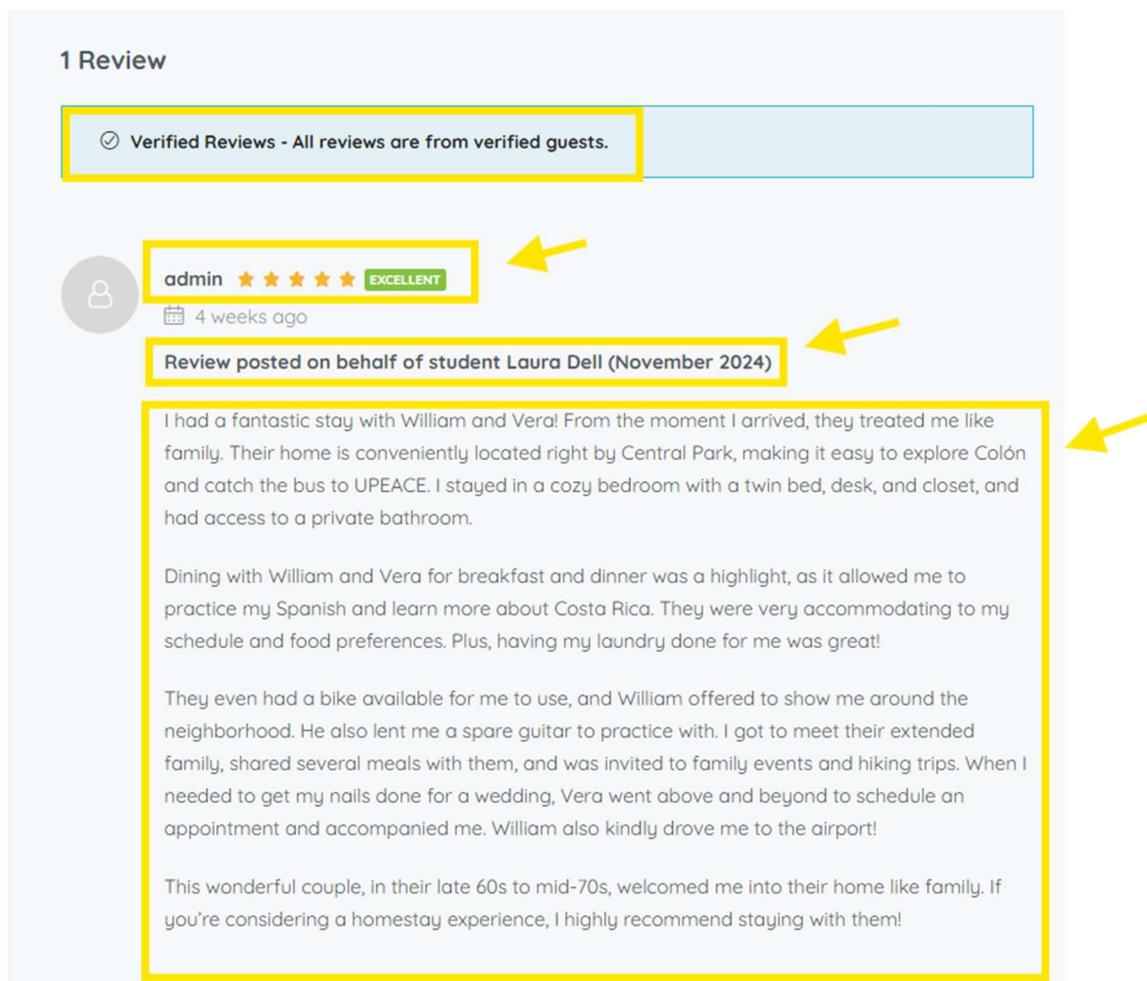
To request manual posting of your review, please email the information above to:

housing@upeace.org

Use the subject line:

Student House Review

Once submitted, your comment will be reviewed and posted by an administrator on your behalf, as illustrated in the example image below.



Important Guidelines Regarding Reviews and Feedback

Please note that only **constructive, respectful, and informative feedback** from both students and property owners is permitted on the platform.

Comments containing harmful intent, inappropriate language, defamatory statements, or offensive content will be removed.

All reviews—whether positive or negative—are subject to review prior to publication. Decisions regarding the approval, modification, or removal of posted reviews will be made on a case-by-case basis to ensure fairness and platform integrity.

Reporting Issues or Escalations

If you experience any issues with your accommodation or property owner that require formal attention or escalation, please contact the Housing Assistant directly at:

 **housing@upeace.org**

We are committed to providing timely support and assisting in the resolution of any concerns.