

## ST GEORGE'S, UNIVERSITY OF LONDON

### Accommodation Fee Policy 2021/22

#### 1. Accommodation Fee Setting

St George's, University of London (SGUL) sets the accommodation fee chargeable for all students resident at Horton Halls of Residence.

The SGUL accommodation fee is approved by the Executive Board each year. The cost and the associated payment schedule are advertised to students prior to signing their accommodation licence and their subsequent enrolment. This enables students to plan the financing of their accommodation before enrolling at SGUL.

Students are, therefore, aware of their projected financial obligations to SGUL before they sign the licence agreement pertaining to their allocated room at the halls of residence.

#### 2. Payment of Accommodation Fees

By the act of signing the licence agreement for a room at the halls of residence, a student accepts liability to pay the accommodation fee for the duration of their licence. In the event that the licence is terminated early, either by SGUL, or by the student themselves, the student will be liable only for the pro-rata fee based on the length of occupancy and any additional period of notice if this has not been served.

Students make a pre-payment of £150 when accepting their contract. This is deducted from the first accommodation fee instalment in October.

Accommodation fees for each year are divided into three pro-rata instalments, due by:

- 30 October
- 30 January
- 30 April

Students may also pay the annual fee. Payment can be made by BACS or WPM by credit or debit card. All students should ensure that their student number and name accompanies each payment. Any bank charges incurred by payment methods will be passed onto the student.

If accommodation fees are to be paid on the student's behalf by a third party, such as by a parent, or some external authority, it is the student's personal responsibility to ensure that the fees are paid on time. It is the student and not the third party who will be held accountable if the fees are not paid.

Students who do not pay their accommodation fees, or who have not made acceptable special arrangements within two weeks of the due date will be charged "late fees" at 3% of the amount due.

Students who have not paid their termly accommodation fees, or who have not made acceptable special arrangements (see below), by the end of each instalment period will automatically be entered into the debt collection process.

### 3. Damages at the end of the licence

Any costs incurred for repairs, cleaning, or other issues resulting from behaviour in or around the halls of residence will be invoiced to the student. Any such payment will be treated the same as other accommodation fees, and non-payment will enter students into the debt collection process as above.

### 4. Withdrawal from Course or interruption of study

All students who are registration terminated, withdraw from, or interrupt their study at SGUL will be liable to pay their accommodation fees, on a daily pro-rata basis, from the start date of their licence to their leaving date plus any notice required by the terms of the licence.

### 5. Special Payment Arrangements

Students in financial difficulty will be strongly encouraged to seek financial support and advice from the Student Finance Adviser, and may also apply to the Assistant Registrar (Student Services) or their nominee for a special payment arrangement to be made.

When requested to do so, students are expected to present the following to the Student Centre team for consideration by the Assistant Registrar (Student Services) or nominee:

- a formal written explanation of why they require a special payment arrangement
- evidence to support their circumstances (e.g. bank statement)
- a proposed suggested payment plan with details of how this will be realised

The evidence required will vary, but examples of exceptional circumstances might be:

Exceptional Circumstances	Evidence
Funding structure of programme is significantly different from SFE funded course	Award letter from appropriate funding body indicating payment schedule
The student's own prolonged illness - if the student works to pay their own accommodation fees	A medical certificate
The death of a close relative or significant other - if that person pays the student's accommodation fees	A death certificate
Difficulty in getting money out of the student's home country	Press article. Information from the British Foreign and Commonwealth Office web site.

Copies of the request and supporting evidence will be kept confidentially and the originals returned to the students. The request will be considered by the Assistant Registrar (Student Services).

Special payment arrangements are granted in exceptional circumstances only, and take the form of a fixed instalment plan. Students will be required to clear their fee debt before the end of the current academic session.

Students defaulting on their special payment arrangement will go into the debt collection process for the entire fee outstanding.

Students have the right to appeal.

## **6. Refunds**

Refunds for accommodation fees requested later than 6 months after the student has vacated the accommodation will not normally be considered.

Refunds will be made in the form of the original payment to the original payer.