

## Welcome to the University of London Intercollegiate Halls!



**UNIVERSITY  
OF LONDON**

Staying in halls is a great part of life as a student in London, and you won't want anything interrupting it, so take a look over the following points to see how to stay on top of your accommodation fees.

### Where to Pay?

The **easiest way to pay** is using our online system: <https://epay.london.ac.uk>. You can make online payments and choose whether you'd like to pay all in one go, or split it up into instalments. Once set up, you don't have to worry about making any other payments, as it will all happen automatically.

Please do not attempt to pay your accommodation fees via your College payment site as we will not receive the funds.

If you are unable to make a payment online, you can also speak to the Financial Services Property Team directly on 020 7862 5772 or in person at the Financial Services Property Office, located next to the Housing Services Office on the 4th Floor of the Student Central Building, London WC1E 7HY.

The office is open between 10am and 5pm.

### How to Pay?

The **most convenient way to pay** is online. Using this method, you can pay in monthly instalments, termly or up front. If you pay your full year's accommodation fees online before the 18<sup>th</sup> October, we will refund 2% back to you at the end of November.

If you phone us or visit the Financial Services Property Office, it's preferable that you pay by debit or credit card. We do also accept cheques and bank transfers.

If paying by bank transfer you must use the bank details supplied at the bottom of your accommodation invoice. When making a transfer, you must reference the payment with your surname and accommodation ID (for example ICH Smith – 0012345). You must also email a remittance to [AHD.Finance@london.ac.uk](mailto:AHD.Finance@london.ac.uk) and reference the payment clearly with your surname and accommodation ID. Failure to send a remittance and/or include your accommodation ID may result in a delay to your payment.

Please note that we cannot accept payments by American Express or cash.

### When to Pay?

If you **pay online**, you have the following options:

- **All in One:** Pay the whole year's fees by the 18<sup>th</sup> October and get 2% back!
- **Instalments:** Split the yearly cost into 7 equal instalments that are automatically taken on the 1<sup>st</sup> of every month from October to April.
- **Termly:** Split the yearly cost into 3 termly instalments that are automatically taken on the 18<sup>th</sup> October, 18<sup>th</sup> January and 24<sup>th</sup> April.
- **Ad hoc payments:** Manually log on and make termly payments before the 18<sup>th</sup> October, 18<sup>th</sup> January and 24<sup>th</sup> April.

## Deposits

Your deposit was successfully paid online upon acceptance of your accommodation.

When you depart from halls, your room will be checked for any damages by our Accommodation Management Team. After which we will refund your deposit back onto the card that you used to make the deposit payment. We will contact you at the time of refund if we are unable to make this refund.

## Payments for other miscellaneous charges

During your time living in halls you may incur other miscellaneous charges. To pay these, please either call us or visit us at the office to make payment.

## Problems paying your fees?

The Financial Services Property Team understand that sometimes students may suffer financial hardship. If you find yourself in this position please contact us as soon as possible.

We are also aware that students may be dependent on funding from external sources in order to pay accommodation fees and that there can sometimes be delays in when these funds are received. If this affects your ability to make payments for your accommodation, please email the Financial Services Property Team.

## Key Details

<b>Website</b>	<a href="https://epay.london.ac.uk">https://epay.london.ac.uk</a>
<b>Email</b>	AHD.Finance@london.ac.uk
<b>Telephone</b>	020 7862 5772
<b>Office</b>	4th Floor, Student Central Building, Malet Street, London WC1E 7HY
<b>Hours</b>	10am - 5pm
<b>Payment Deadlines</b>	<b>18<sup>th</sup> October</b> <b>18<sup>th</sup> January</b> <b>24<sup>th</sup> April</b>