



UNIVERSITY OF LONDON

Halls of Residence

Payment Guide

Payment website:

<https://epay.london.ac.uk>

2018/19 Payment Deadlines:

16 October 2018

22 January 2019

7 May 2019

How to pay your Accommodation Fees

Paying online

The easiest way to pay is using our online system known as "Epay" which you can access at: <https://epay.london.ac.uk>.

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 using Epay, you can also speak to the Financial Services Property Team directly on 020 7862 5772 between 10 a.m. and 4 p.m. from Monday to Friday.

If you pay using Epay, you have the following options:

- **All in one:** Pay the whole year's fees by 16 October 2018 and we will refund* 2% by the end of November 2018.
- **Instalments:** Split the yearly cost into seven (7) equal instalments, which are automatically taken from your account on the 1st day of every month from October 2018 to April 2019 inclusive.
- **Termly:** Split the yearly cost into three (3) termly instalments, which are automatically taken from your account on 16 October 2018, 22 January 2019 and 7 May 2019.

Bank Transfer

To pay by bank transfer you must use the following bank details, quoting your surname and accommodation ID (for example 'Smith – 0012345'). Your accommodation ID number can be found on your invoice. You must also email your remittance to AHD.Finance@london.ac.uk and ensure your email contains your surname and accommodation ID as a reference.

Failure to send a remittance or to include your accommodation ID may result in a delay allocating your payment.

Bank:	Natwest Bank National Westminster Bank PLC PO Box 83 Tavistock House Tavistock Square London WC1H 9JA United Kingdom
Account Name:	University of London Halls Account
Sort Code:	60-80-07
Account Number:	60166630
IBAN Number:	GB70NWBK60800760166630
BIC:	NWBKGB2L

Telephone payments

Payment can be made by debit or credit card by calling 020 7862 5772 between 10 a.m. and 4 p.m. from Monday to Friday.

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

*Please note that refunds only apply to payments made in full using Epay at <https://epay.london.ac.uk>. Payments made by any other method will not be eligible for this refund.

Deposits

Your deposit was successfully paid using Epay upon acceptance of your accommodation licence agreement. When you depart from halls, your room will be checked for any damages by our Accommodation Management Team. Once these checks are completed, if no damage is found we will refund your deposit onto the card that you used to make the deposit payment within 28 days of leaving the halls. 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 call us on 020 7862 5772 between 10am and 4pm Monday to Friday. These payments can also be made by a bank transfer.

Problems paying your fees?

The Financial Services Property Team understands 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 receiving these funds. If this affects your ability to make payments for your accommodation on time, please email the Financial Services Property Team with proof of funding and the date when you will make payment. Please ensure you include your surname and accommodation ID.

What happens if you don't pay your fees?

Failure to pay your fees on time may result in interest charges being levied. Interest is charged at 4% above the Royal Bank of Scotland Base Rate from time to time in force. This is applied from the date that payment is due. Failure to pay your fees (or part of your fees) by their due date may result in the termination of your accommodation licence agreement, and you being asked to vacate the hall. Please refer to your accommodation licence agreement and the Handbook for full terms and conditions relating to your accommodation, including non-payment of fees, at: <http://halls.london.ac.uk/>.

Contact details

Email: AHD.Finance@london.ac.uk

Telephone: 0207 862 5772

Opening Hours: 10 a.m. to 4 p.m.