UNIVERSITY OF LONDON

Intercollegiate Halls of Residence

Payment Guide

Payment website:
https://epay.london.ac.uk

2019/20 Payment Deadlines:
16 October 2019
29 January 2020
13 May 2020
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 2019.
- **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 2019 to April 2020 inclusive.
- **Termly**: Split the yearly cost into three (3) termly instalments, which are automatically taken from your account on 16 October 2019, 29 January 2020 and 13 May 2020.

INTERNATIONAL CARD PAYMENTS

If you are using an international card for your payment you may need to take the following steps:

- Tell your bank you are intending to make the payment.
- Split the payment in to smaller amounts and make multiple payments. If paying online, please choose ‘Misc’ Payments option to enter the smaller amounts. Check your account balance to ensure the correct amount is in your account when taking exchange rates in to consideration.
- If a payment has failed, please clear your cookies and try a different browser before reattempting the payment.

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 working days of leaving the halls. We will contact you at the time of refund if we need further information.

Miscellaneous charges

Please visit our online store at https://store.london.ac.uk/product-catalogue/services/intercollegiate-halls to purchase guest meals, replacement keys or access cards/ fobs, bedding packs, ID cards and bike key deposits.

If you have been sent an invoice for the charge, please pay by calling us or in person at the office.

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 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/.

Alternative payment methods

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.

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.

Amounts received by bank transfer will be allocated at the amount received by us after all bank charges have been deducted.

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
Contact details

Email:  AHD.Finance@london.ac.uk
Telephone:  020 7862 5772
Opening Hours:  10 a.m. to 4 p.m.