



**UNIVERSITY  
OF LONDON**

**INTERCOLLEGIATE  
HALLS**

UNIVERSITY OF LONDON  
Intercollegiate Halls of Residence

**PAYMENT GUIDE**

**2021/22 Termly Payment Deadlines:**

13/10/2021

26/01/2022

11/05/2022



## HOW TO PAY YOUR ACCOMMODATION FEES

### Paying online

Students should make payments via the Portal as this is the easiest way to manage your payments and amounts due. Please see the Alternative Payment Methods section below if someone is paying on your behalf. Please do not attempt to pay your accommodation fees via your College payment site as we will not receive the funds.

#### Payment Options

- **Pay Now:** Pay everything you owe or any value up to that amount.
- **Payment Plan Setup:** Set up an automated payment plan to take payments when they are due, as per your invoice.

### 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.

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 online 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 portal to purchase guest meals, replacement keys or access cards/ fobs, bedding packs, ID cards and bike key deposits.

Payments for other miscellaneous charges

During your time living in halls, you may incur other miscellaneous charges. To pay these, please refer to the invoice and accompanying email for payment methods.

## PROBLEMS PAYING YOUR FEES?

The Accommodation Finance 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 Accommodation Finance 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](mailto: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

### **ePay**

Payment can be made on behalf of a student e.g., by a parent or sponsor, via ePay <https://epay.london.ac.uk>.

This option will not be available until the deposit is paid and contract signed.

## **CONTACT DETAILS**

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