

**MAKING YOUR  
ACCOMMODATION  
PAYMENTS**

**A Guide for Students**

## Paying for your accommodation

Thank you for choosing to live in University Halls of Residence or Leased Flats. If you have accepted an offer of accommodation you will receive your invoice once you have fully enrolled at the University.

There are two ways you can pay for your accommodation.

- » By paying the invoice in full
- » By setting up a recurring card plan allowing you to pay by monthly instalments

**Remember – if you have paid a £300 reservation fee this will be deducted from your total accommodation invoice.**

## Paying by sponsorship

Sometimes, an organisation such as a state agency, a commercial company or an embassy will contribute towards your accommodation costs. This is called sponsorship and the organisation should send you a letter confirming what they are paying for. If your sponsor is paying your accommodation, you need to send/show this letter to the University. Please send a scanned copy of the letter to [sponsors@hw.ac.uk](mailto:sponsors@hw.ac.uk) or take the original, for copying, to the Student Service Centre, Hugh Nisbet Building.

**Remember – if you do not give the University a copy of your sponsorship letter you will be expected to pay for your accommodation and will be sent an invoice.**

## When will payments be due?

Accommodation charges are due within 30 days of the date of the invoice. For students arriving in September this is the **14th of October**.

## Payment methods

The University offers a number of payment methods.

### Online

- » You can pay online using a debit or credit card at <https://my.hw.ac.uk/payments/faces/Start.jsp>.
- » Bank to bank transfer

(E-mail [studentcentre@hw.ac.uk](mailto:studentcentre@hw.ac.uk) to request bank account details)

### In person

At the Student Service Centre, Hugh Nisbet Building at the Edinburgh Campus, or the Accommodation Office at the Gateway Building at the Scottish Borders Campus, you can pay by:

- » Cash (up to £500 per day)
- » Cheque
- » Credit or Debit Card (there is a 1.75% surcharge added to credit card payments not made online)

### By phone

- » You can call the Student Service Centre (0044 (0) 131 451 3000) to make a payment over the phone using a credit or debit card (there is a 1.75% surcharge added to a credit card payment not made online)

### Instalments – Recurring Card

- » Fixed monthly instalments using a debit or credit card

**Remember – if you make payments from a bank outside the UK, you will have to pay any additional charges made by that bank.**

## Setting up monthly instalments by Recurring Card Plan

To pay for your accommodation charges by instalments, select Recurring Card Plan at <https://my.hw.ac.uk/payments/faces/Start.jsp>.

The £300 Accommodation Reservation Fee will be deducted from your total accommodation invoice before it is broken down into instalments.

**Remember – if you want to pay by instalments you must set up your Recurring Card Plan online by 14th October.**

For 40 week accommodation contracts your payments are divided into 9 equal payments with two payments coming out in October.

Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
✓✓	✓	✓	✓	✓	✓	✓	✓		

For 50(+) week accommodation contracts your payments are divided into 11 equal payments with two payments coming out in October.

Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
✓✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

For all accommodation Recurring Card Plans, the first instalment (the double value payment) is taken on the **25th October**. The other monthly instalments are taken on or around the 15th of each month.

**Remember – if you are paying by Recurring Card Plan you must make sure you have either enough money or credit available on your card account to meet each instalment payment in full.**

## What happens if I miss a Recurring Card Plan instalment?

If the University cannot take the payment at the first attempt it will try again five days later.

If the University's second attempt to take the payment fails you will need to pay the missed instalment payment in person at the Student Service Centre, Hugh Nisbet Building.

## What happens if I am having problems paying?

We understand that changes in personal financial circumstances can make it difficult to meet a payment date.

If you think you will be unable to make a payment when it is due please contact the Student Service Centre, Hugh Nisbet Building.

The sooner you contact the Student Service Centre the sooner the University's staff can work with you to help with any problems.

## What happens if I do not pay?

If you do not pay the University will contact you to find out why. Please co-operate with the University staff that do this.

**Remember – not paying is breaking the terms and conditions of your accommodation contract. The University can apply sanctions to students who owe money to the University. These sanctions can disrupt your studies and result in proceedings to end your contract.**

# CONTACT DETAILS

## Where can I find out more?

More information on making payments can be found at <http://www.hw.ac.uk/payment/>.

Staff at the Student Service Centre can also help you:

Student Service Centre  
Hugh Nisbet Building  
Riccarton Campus  
Edinburgh  
EH14 4AS

@ studentcentre@hw.ac.uk

☎ 0044 (0) 131 451 3000

The information in this guide follows the University's Policy on the Management of Student Fees, Charges, Fines and Debts:  
<http://www.hw.ac.uk/documents/student-fees-policy.pdf>