

ACCOMMODATION CENTRE

Prospective Students Applying for Campus Accommodation 2020/21

ELIGIBILITY FOR CAMPUS ACCOMMODATION AND HOW TO APPLY

Will I get a room on campus?

All new students who have applied and met the conditions of the course and who are holding an Unconditional Firm offer from the University by 7 September will be offered a campus room. If you apply after 7 September your application may take a little longer to process, and we cannot guarantee accommodation, but we will do our very best to offer you a room. Please refer to the University Accommodation Policy for further information at <http://www.brunel.ac.uk/services/accommodation/residence-regulations>

How do I apply for a room on campus?

All applications for campus accommodation are submitted online at <http://accom.brunel.ac.uk/apply>. The first thing you need to do is to create an account to register with us. You will need your Brunel student number (this is the 7 digit number you will have been issued with by Brunel University London), your date of birth and your family name. You will be asked to create a password. Please ensure you have access to your email address for the whole of the summer period, as all of your correspondence will be sent to this email address. Once you enroll at the University, this account will be updated to your Brunel email address and will remain as this during your time at Brunel.

Do I get to choose the room I want on campus?

When you submit your online application you will be asked to make a preference for either an en suite room (private bath/shower room facilities) or standard room (shared bath/shower facilities). You can also submit a hall preference (if the name of a hall is not showing when you make your application it's because this hall is not available for your year of study).

Some halls or types of accommodation are very popular and can become oversubscribed. We will always take your preferences into account and will try to offer your first choice preference, however this cannot always be guaranteed. If we are unable to offer you your first choice, we will offer you an alternative. Please note that, to be fair to all students, each student will only receive one offer of accommodation.

What do I need to do to accept my room offer?

Students will be offered a room once they hold an Unconditional Firm offer with the University. For most of you this will be on the A Level results day in August. You will be notified by email and text that you have been allocated a room (if you have provided your contact details in your online application).

What do I need to do to accept my room offer?

When you are offered a room you will be asked to accept a Licence Agreement online and pay a deposit of £250, by cleared funds (i.e. card payment or cash) by the deadline date stated on your Licence Agreement. This confirms and secures your booking.

Can I arrive early or late of my agreement start date?

Yes, this is dependent upon availability and terms and conditions. Please complete your early or late arrival request form by logging into your account

When I arrive in the UK I will need to self isolate for 14 days due to Covid-19. Can I self-isolate on campus?

Brunel have made special arrangements to provide students who are self-isolating with free accommodation on campus and free delivery of three daily meals per day during the 14 day period. This will be available to all students who arrive between Friday 21 and Monday 31 August 2020.

Government guidance on quarantining can be found at <https://www.gov.uk/government/publications/coronavirus-covid-19-how-to-self-isolate-when-you-travel-to-the-uk/coronavirus-covid-19-how-to-self-isolate-when-you-travel-to-the-uk>

For more information please visit <https://www.brunel.ac.uk/life/welcome-week/arriving-at-brunel/Self-isolating-once-you-arrive>

I haven't been allocated a room yet and I want to make a room preference/change my room preference?

This is possible as long as you contact Accommodation Centre before you receive your allocation email/ room offer. Please email bac@brunel.ac.uk if you wish to make amendments to your room preference.

What do I do if I have been allocated a room but I no longer want it?

We understand that you may change your mind about requiring accommodation on campus. All cancellations must be submitted to Accommodation Centre using the online cancellation request form at <http://accom.brunel.ac.uk/apply>.

All students will have seven days (the Initial Seven Day Period) from the payment date of their deposit (the payment date is counted as the first day) to cancel an allocation/room offer and receive a full refund of the deposit (provided the Licence Agreement does not begin within this seven day period).

If a contract is cancelled within 7 days of the Licence Agreement start date, £250 will be retained by the University to cover the Replacement Costs.

Except in the Initial Seven Day Period all students from 6 September 2020 will be charged £250 cancellation charge to cover the Replacement Costs. This includes students attending a formal University Placement.

If you accept your accommodation offer and subsequently cancel, the above cancellation charges will apply. All cancellations must be put in writing to Accommodation Centre by completing the online cancellation request form at <http://accom.brunel.ac.uk/apply>.

How can I make sure Accommodation Centre has received my Licence Agreement?

Once you have accepted your Licence Agreement online you will immediately receive a confirmation email from Accommodation Centre. You can check the date we received your Licence Agreement by visiting the Accommodation Hub at <http://accom.brunel.ac.uk/apply>. If you have not received confirmation that we have received your accepted Licence Agreement please check your account in the Accommodation Hub.

How can I make sure you have received my deposit?

If you have paid your deposit online you will receive a confirmation email from the online payment provider (Capita). You can also check online at <http://accom.brunel.ac.uk/apply>. If we do not receive your deposit we will be in contact with you. Please note that online payments can take up to four days (if paid during a weekend) to reach your account with Brunel University London. If you have paid your deposit by telephone to the Cash Office it will reach your Brunel University London account by 10am the following working day.

Question & Answer Centre

If you need further information or advice you can ask questions at our interactive online Question & Answer Centre: <http://accominfo.brunel.ac.uk>

PLEASE NOTE: All information contained in these notes has been checked and is correct at the time of publication but may be subject to change at any time. The University reserves the right to reasonably alter its Accommodation Policy at any time that it considers appropriate.

ACCOMMODATION CENTRE CONTACT DETAILS

Address: Accommodation Centre, Brunel University London, Uxbridge, Middlesex, UB8 3PH, UK

Call Centre:
+44 (0) 1895 267 900

Text/SMS (Text messaging service):
+44 (0) 7860 023 026

Online Chat: <http://accominfo.brunel.ac.uk/>

Question & Answer Centre:
<http://accominfo.brunel.ac.uk>

Website:
www.brunel.ac.uk/accommodation

You will be able to find further information sheets at the Accommodation Centre Office and more on our website at: www.brunel.ac.uk/accommodation/publications-and-leaflets