

FINANCE INFORMATION 2024/25 ACCOMMODATION SERVICES

The definitions of words used in this document are consistent with those set out in the Licence Agreement 2024/2025.

General information about paying your University Locks Residence Fee

This document is designed to give you all of the financial information you need for your stay in University Locks Halls of Residence.

This information **does not apply** to the accommodation provided by the University Partners being: The Heights, The Old Fire Station, Lakeside, Staniforth House, Bentley House, Queens Hospital Close, Beech Gardens and Hamcam. Please refer to the section on University Partner accommodation on page 6 of this document for more information.

Please read through this document carefully and contact a member of the Birmingham City University Accommodation Finance Team if you have any queries.

Contact details:

+44 (0) 121 331 5191

Or by email: accommodationfinance@bcu.ac.uk

Accommodation Financial Liability

Students are fully liable for all payments due under the Licence for the duration of the Period of Residence, such payments more specifically noted at Clause 1.1 and Clause 5.5 of the Licence Agreement 2024/2025.

Charges for accommodation

The Residence Fees are calculated annually as part of the University budget process and approved by University's Fees Committee.

Advance payment

When the University makes an Accommodation Offer relating to University Locks, part of the acceptance procedure requires an **advance payment of £165.71** by credit/debit card. You will be asked for card details during the acceptance process. Failure to provide this payment will result in the Accommodation Offer being withdrawn.

The advance payment or Residence Fee, or both may be paid by a third party (e.g., parent or guardian).

Please note that the advance payment will be deducted from Instalment One (as detailed below) of the Residence Fee. The advance payment is not a deposit payment and will not be returned to you at the end of your Period of Residence.

If you do not have a credit/debit card, then contact a member of the University Accommodation Services Team. Please be aware that this may delay your acceptance significantly.

How to pay your Residence Fee for University Locks (40, 41 and 51 week licence)

Payment of the Residence Fee should be in full or in three instalments.

Three instalments

The advance payment of **£165.71** will be deducted from Instalment 1 of the Residence Fee.

Payment of the three instalments will be due on the following dates:

Instalment 1 1 October 2024

Instalment 2 07 January 2025

Instalment 3 15 April 2025

APPLICABLE TO FOUNDATION ACTING STUDENTS

How to pay your Residence Fee for University Locks (28-week licence)

Payment of the Residence Fee can either be in full or in two instalments.

Two Instalments

The advance payment of **£165.71** will be deducted from Instalment 1 of the Residence Fee.

Payment of the Residence Fee instalments will be due on:

Instalment 1 01 October 2024

Instalment 2 07 January 2025

APPLICABLE TO SEMESTER ONE BOOKINGS

How to pay your Residence Fee for University Locks (19-week licence)

Payment of the Residence Fee can be paid in full or in two instalments at time of accepting the room offer through the Accommodation Portal.

Instalment 1 01 October 2024

Instalment 2 20 December 2024

APPLICABLE TO SEMESTER TWO BOOKINGS

How to pay your Residence Fee for University Locks (21-week licence)

Payment of the Residence Fee can be paid in full or in two instalments at time of accepting the room offer through the Accommodation Portal.

Instalment 1 03 February 2025

Instalment 2 15 April 2025

Please refer to the Residence Fee Summary 2024/2025 for the instalment amounts.

Sufficient funds

If for any reason you find you do not have the funds to cover the Residence Fee instalment, please inform a member of the University Accommodation Finance Team as soon as possible before the payment due date.

The first few weeks at University can be expensive, particularly if you are moving away from home. Besides paying for your Residence Fee there will be other expenses such as books, stationery, food, travel, as well as entertainment. It is essential that you budget carefully so that you can live comfortably and without worry during your first few weeks.

Late Offers

If you receive a late Accommodation Offer you will be provided with a revised date and amount for the first instalment.

If you are an international student

Due to UK Border Agency rules, the University is only allowed to accept accommodation payments for University managed halls of residence (**University Locks only**).

The University cannot accept money for University Partner accommodation being: The Heights, The Old Fire Station, Lakeside, Staniforth House, Bentley House, Queens Hospital Close, Beech Gardens, Hamcam and all other private sector apartments and houses.

Do not send any money to the University for accommodation until you have received an Accommodation Offer for University Locks. If you are offered accommodation with one of the University Partners, money will need to be sent directly to them.

In the event money is received for accommodation not owned by the University this money will be refunded back to the original payer via the original payment method. You will have to make the payment again to the University Partner (which may delay the room acceptance and may result in your offer being withdrawn). Please note it may take up to 6 weeks for a University refund to be processed.

Flywire

Birmingham City University has partnered with Flywire to accept payments from domestic and international students worldwide. As the **Trusted Choice** of millions of students and thousands of institutions worldwide, [Flywire](#) is the safest, most convenient way to make your education payment to Birmingham City University.

Why use Flywire?

- It uses secure, flexible options to **pay from 240 countries and territories, in 140+ currencies**
- Choose from **convenient, local payment methods** including **bank transfers, credit cards**, e-wallets and more
- Take advantage of Flywire's **Best Price Guarantee** for local bank transfers

- **Track payments every step of the way** via email, mobile app, and text alerts
- Access **around-the-clock multilingual support** from our [Help Center](#) via email, phone or live chat

If you are paying your Accommodation advance payment together with tuition fees, please ensure the two payments are clearly itemised separately.

After you have made a payment, please email us a copy of this (before the Accommodation Offer deadline date, to ensure it is not withdrawn) to accommodationfinance@bcu.ac.uk

Student loans

If you wish to apply for a student loan and you have not already submitted an application to Student Finance, you can find further information and details on how to apply [online](#).

You do not need to wait until you receive a confirmed offer of a place on a course before you apply.

If your loan is delayed, it is your responsibility to keep in weekly contact with the Accommodation Services Team and to provide evidence of your delay in writing from the Student Loans Company. Failure to provide evidence or keep in contact will result in the Accommodation Services Team taking further action. Please see the section below 'What happens if I fail to pay' for further information.

Other miscellaneous charges

You will be contacted by the Accommodation Services Team if you need to pay for any other miscellaneous charges (such as damages, cleaning, or replacement keys) pursuant to the Licence Agreement. Any dispute should be raised prior to an official Birmingham City University invoice being raised to cover the charge.

Refunds

If during your stay in the Accommodation you are due a refund of monies, you must apply to the Accommodation Finance Team. If the refund is agreed, a request will be made by Accommodation Services Team to the University's finance department to process the refund back to the original source of payment. The refund will be made as soon as possible but it may take up to 6 weeks to be processed. Please refer to the University's Refund Policy for further [details](#).

Where to go for financial assistance

The University will make every effort to assist students who face financial difficulties and who have unpaid overdue fees. If you are facing severe financial difficulties, you can contact the Student Support Team studentsupport@bcu.ac.uk .

You can also register with [Blackbullion](#) to develop key money and employability skills. Just use your University email address.

The Advice Centre, Students' Union

The SU Advice Centre offers independent advice to students. Log an [enquiry](#).

You can telephone +44 (0) 121 331 6801

Visit the [BCUSU Reception](#) which is based on the first floor of Curzon Building, City Centre Campus, or the SU Office in Seacole Building, City South Campus.

What happens if I fail to pay?

Where students remain in default of the payment terms specified in the Licence Agreement and/or the Terms and Conditions of Licence, the University will terminate the Licence Agreement. This means you will be expected to vacate the Accommodation with full liability for the balance of the Residence Fee in line with Clause 5.5 of the Licence Agreement until the Accommodation is re-let.

Students are advised that the University will seek to recover any unpaid fees from the Student and reserves the right to consider recovery options available. This may include legal proceedings. If fees remain unpaid the debt may be referred to the Collections Team to instigate legal proceedings on behalf of the University. This may have serious consequences on your ability to obtain credit in the future and may result in additional costs being incurred in addition to the amount already overdue.

If you are having problems paying the Residence Fee because you have not yet received your Student Finance, it is important that you tell us as we may be able to delay the payment until your funds are available. Please contact the Accommodation Services Team to discuss the best payment option for you.

We hope that you do not fall behind with the payment of your Residence Fee and would urge you to contact us immediately if you think this might happen to you. However, if you fail to pay your Residence Fee, the University can take several actions. These include:

- Termination of the Licence Agreement will full liability for the balance of the Residence Fee until the Accommodation is re-let, please refer to Clause 5.5.
- Referral of the debt to the Collections Team and the commencement of legal proceedings to recover the debt. Such action may have a negative impact on your credit score rating.
- Refusal to provide an accommodation reference. This means that if you apply to move into other accommodation (whether University or privately-owned) and you need a reference from us, we can refuse to provide that reference until your outstanding debt is cleared.

Keep in touch

If you are experiencing financial problems and are having difficulty paying the Residence Fee for University Locks, please keep the Accommodation Finance Team informed of your financial situation. Keeping us informed on a regular basis will enable us to offer you the assistance you require.

Telephone: +44 (0)121 331 5191

Email: accommodation@bcu.ac.uk

University Partner Accommodation

Students who are allocated accommodation with a University Partner will have a contract with that provider and therefore all financial issues are to be arranged and discussed directly with them.

It should be noted that University Partners may request an advance payment, prior to arrival in the accommodation, as well as a tenancy deposit. Please be aware these amounts are payable before you receive Student Finance. Therefore, once you are allocated a room, before you agree to any terms you should ensure that you carefully read through the

contract and take note of the payment terms. Please take this into consideration when choosing your accommodation preferences.

If you are offered accommodation with one of the University Partners, money will need to be sent directly to them. In the event money is received for accommodation not owned by the University this money will be refunded back to the original source of payment within 6 weeks. You will have to make the payment again to the University Partner (which can delay the room acceptance and may result in your offer being withdrawn).