

20 March 2020

Dear Resident Student

While many students have returned home and will continue their studies online, Queen's still has students living in campus accommodation.

Following the University's communication in regard to student accommodation today, I am writing to confirm the position for each of our resident students.

You will be able to terminate your contract from 27 March 2020 in order to move home; if you do, you will not be charged for accommodation after the date you check-out from 27 March onwards.

If you have paid fees for a period past that date, for example if you paid in full to the end of a 38 or 39 week contract ending 6 June 2020, a pro-rata refund will be made after deduction of any charges owing. The Finance team will make arrangements to process this refund; dependent on the payment method for your fees, they may need to contact you for further information.

The Accommodation staff ask for your patience at this time as we work through the volume of transactions and queries and we will endeavour to work through this as quickly as possible but please be aware it may take several weeks to complete.

For students who are not leaving I wish to assure you that all of Queen's Accommodation remains a safe and secure place to stay during this period and we intend to carry on as normal a service as possible. I will provide regular updates to you in the coming weeks to ensure you are kept up to date with any changes or additions to the services being provided.

Please read the FAQs [HERE](#) and if you have additional questions or require more information you should contact the following:-

For Finance queries, residentialfees@qub.ac.uk

For Accommodation queries, accommodation@qub.ac.uk

Yours Sincerely

Richard Robinson

Head of Accommodation