

Accommodation FAQs

We have written to each student outlining what they need to do – please check your emails and communication from student accommodation. In addition please see the following FAQ's

- **How do I get my refund?**
The Finance team will make arrangements to process this refund, if applicable; dependent on the payment method for your fees, they may need to contact you for further information.
- **How long will it take to get my refund?**
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.
- **I already left 2 weeks ago. Will I get a refund back to the date I left?**
No - the early contract termination date is from 27 March 2020. If you have prepaid fees beyond this date then you are entitled to a pro-rata refund. If you did leave earlier than this date then you will be charged up to the early contract termination date of 27 March 2020.
- **I have already left but did not have time to clear my room as I thought it would be for a few weeks. Now I can't get back. What about my things? Is there a charge to store my belongings until next year or until I arrange shipping?**
In such exceptional circumstances we will deal with you on a case by case basis. Please contact us on accommodation@qub.ac.uk
- **I have already left, cleared my belongings and cleaned my room, but I did not formally check-out. How do I do this?**
Please contact your reception to confirm the date you left accommodation; we will be able to check you out on the booking system and cancel your key fob. Please note that refunds will only be from 27 March and not any earlier date you left.
- **I have applied for 2020-21. Instead of a refund can I transfer the balance to next year?**
Yes you can. We will confirm the residual amount to be transferred to your 2020-21 account and you can also transfer your deposit. Please confirm by email what you wish us to do.
- **I can't travel home and need to stay, but my parents have both lost their jobs so I can't afford to pay. Do I have to pay after 27 March?**
We understand this is a very challenging time and will work with each student on a case by case issue – the University is setting up a hardship fund to support those students most in need – more details will be made available on this in the coming weeks. In the first instance you should contact Student Finance who can help you apply for support from the Student Hardship Fund.

- **If I want to go, but can't travel, will I get my accommodation fees reduced?**
There will not be a reduction in fees for students who remain in accommodation after 27 March. If you are experiencing difficulty in making payments you should contact us to discuss further on: residentialfees@qub.ac.uk
- **At this time I can't travel home so I will stay in accommodation. If travel restrictions haven't changed past the date of my current contract and I still cannot travel home will I have to pay accommodation fees to stay?**
We will work with each student on a case by case issue – the University is setting up a hardship fund to support those students most in need – more details will be made available on this in the coming weeks.
- **What happens with the Direct Debit payment on 1 April**
The Direct Debit payment due on 1 April will not be processed – this will give us time to work through all requests for release. Once this has been done we will be in contact with those students who are remaining in accommodation to agree arrangements for the payment of fees up to their contract end date.
- **I wish to travel home but need my refund quickly to pay for my flights?**
If you need your refund immediately to pay for flights home, please highlight this to the Finance team by contacting residentialfees@qub.ac.uk. They will be able to prioritise your refund payment.
- **I am a PGT student and have paid until September. Can I stay in order to write and submit my dissertation in September?**
Yes - Queen's Accommodation continues to remain open and, as far as possible, operate normally, with appropriate restrictions in place to keep students and staff safe.
- **When will I get my deposit back after I leave?**
We ask for your patience at this time, there is a high 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.
- **Can I stay for a few weeks and then check out?**
If you require extra time to make travel arrangements for returning home, you will be able to terminate your contract after 27 March. You will be charged up to the date on which you check-out of accommodation; if you have prepaid beyond that date you will receive a refund.
- **If I clear my room now, can I come back later, e.g. in May or June? If so, will I get my same room and location?**
The University and Queen's Accommodation closely follow the advice from the Public Health Authority and the Foreign and Commonwealth Office in relation to the spread of COVID-19 and associated travel restrictions; the advice is changing on a regular basis. Please contact us if you wish to travel and return and we can give you advice at that time in regard to potential additional restrictions.

- **If I am staying in accommodation will I have to move rooms, or a different location?**

When we have processed the check-out for students choosing to leave in the next 2-3 weeks, we will have a clear understanding of how many students who remain. In some situations we cannot rule out the possibility that students may be asked to move rooms in order to retain a community and that we can better support your needs. We would not wish for students to be housed alone in parts of accommodation unnecessarily.

- **What facilities will be still operational if I do stay? Will reception in my building stay open? Will cleaning in my building still happen?**

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- **I am a student with INTO Queen's. How do I get my refund?**

If you have prepaid fees beyond the 27 March you should contact INTO Queen's directly for further information.

- **I want to go now but I am self-isolating. Will I have to pay for that period?**

The early contract termination date is from 27 March 2020. If your period of self-isolation extends beyond 27 March, you will not be charged for the nights beyond this date but will be expected to vacate at the end of your 14 days.