

RESIDENCE LIFE STUDENT ACCOMMODATION

PAYMENT GUIDELINES

Section 1 - Purpose

- (1) These are the guidelines for accommodation payments for full time residential accommodation, residential school or short stay bookings within the Charles Sturt University residences.

Scope

- (2) This policy applies to students and guests of Charles Sturt University.

Section 2 - Glossary

- (3) The glossary section of the [Residential Agreement](#) defines most of the terms used in these accommodation payment guidelines.

Section 3 – Policy

- (4) These guidelines support the [Residential Agreement](#) and should be read alongside the agreement.

Section 4 – Procedures

Nil

Section 5 – Guidelines

FULL TIME RESIDENT PAYMENTS

- (5) Students that have accepted an offer of accommodation will receive information on invoicing and payment methods via their registered email address as a part of their offer.
- (6) Weekly accommodation fees are charged to the students Charles Sturt University account each week and an invoice is emailed to the student's registered email address.
- (7) All payments must be made by the due date on the invoice. Payments are made online via the [Charles Sturt University Online Shop](#)
- (8) Accommodation fees are raised onto the student account on a weekly basis regardless of the payment frequency selected by each individual (unless accommodation fees are paid in full, upfront)

(9) PAYMENT FREQUENCY

Frequency options for payments are:

- a. Annual (up-front payment for the full cost of the accommodation package)
- b. Weekly (upon invoice)
- c. Scheduled Payments - Payments may be regularly scheduled either via Bpay or electronic funds transfer (EFT) direct from your financial institution. Information on how to set this up is available via [How to Pay](#). If you are paying via EFT you must quote your student ID number in the reference field when making a payment.

(10) Payments not set up as a direct debit are to be made online via the [Charles Sturt University Online Shop](#)

(11) ADDITIONAL CHARGES

- a. Miscellaneous charges e.g., service fees, charges for damages caused, are raised and invoiced as incurred.
- b. Additional charges must be paid via the [Charles Sturt University Online Shop](#) website.

(12) CONTINUING STUDENTS

Current students living in Charles Sturt University residences who wish to continue as residents in the following year must be up to date with accommodation payments when applying for accommodation for the next year.

(13) RESIDENTIAL SCHOOL ACCOMMODATION PAYMENTS/ SHORT STAY BOOKINGS.

- a. Invoices for Short Stay or Residential School on campus accommodation are distributed to students via email prior to your check in date.
- b. Payments must be made by the due date on the invoice.
- c. Payments are made via the [Charles Sturt University Online Shop](#) student payment website. Details for payment methods are on the invoice.

(14) STUDENT TEMPORARY ACCOMMODATION PAYMENTS

- a. Invoices for Temporary on campus accommodation bookings are distributed to students via email prior to your check in date.
- b. Payments must be made by the due date on the invoice.
- c. Payments are made via the [Charles Sturt University Online Shop](#) student payment website. Details for payment methods are on the invoice.

(15) EXTERNAL GUESTS TEMPORARY ACCOMMODATION PAYMENTS/ SHORT STAY BOOKINGS

- a. Invoices for temporary on campus accommodation are distributed to guests via email as soon as the accommodation booking is processed.
- b. Payments must be made by the due date on the invoice.
- c. Details for payment methods are on the invoice.

Status and Details

Status	Current or historic
Effective Date	October 2021
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Unit Head	Director, Uni Life
Author	Director, Uni Life
Enquiries Contact	Director, Uni Life