

RESIDENCE LIFE STUDENT ACCOMMODATION

PAYMENT GUIDELINES

Section 1 - Purpose

- (1) These are the guidelines for accommodation payments for full time residential accommodation, or temporary 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 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) Upon accepting an offer of accommodation students 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 student's 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 BPay using your BPay customer reference number or 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 the student's financial institution. Information on how to set this up is available via [How to Pay](#). If using the EFT payment option, the student ID number must be included 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, or charges for damages caused, are raised and invoiced as incurred.
- b. Additional charges can be paid via BPay using your BPay customer reference number or online via the [Charles Sturt University Online Shop](#)

(12) Continuing students

Current students living in Charles Sturt University residences who wish to continue as residents for the following year must be up to date with accommodation payments when applying for accommodation for the next year. Students with an outstanding account balance will not have their accommodation application processed until account payment is received.

(13) Temporary accommodation booking payments

- a. Invoices for temporary on campus accommodation bookings are distributed to students via email prior to the 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) External guests temporary accommodation booking payments

- a. Invoices for temporary on campus accommodation bookings 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
Effective Date	October 2024
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Approval Authority	Chief Financial Officer
Unit Head	Director, Commercial Services
Author	Associate Director, Residence Life
Enquiries Contact	Associate Director, Residence Life