

RESIDENCE LIFE STUDENT ACCOMMODATION TEMPORARY ACCOMMODATION GUIDELINES

Section 1 - Purpose

- (1) These guidelines describe the rules surrounding and how to apply for temporary accommodation within Charles Sturt University Residence Life approved accommodation areas.

Scope

- (2) These guidelines apply to Charles Sturt University students, guests and external clients.

Section 2 - Glossary

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

Section 3 – Document hierarchy

- (4) These guidelines support the [Residential Agreement](#) and should be read alongside the agreement. This document is made under the [Facilities and Premises Policy](#) Part B authority to establish and impose regulations for controlled areas.

Section 4 - Guidelines

(5) Eligibility

On campus accommodation is available to Charles Sturt University staff, students and external clients and guests on a temporary basis.

(Note: these guidelines are not applicable to accommodation associated with Conference and Events or the Centre of Professional Development. Accommodation bookings associated with groups, conferences and events may be required to sign and abide by an external accommodation agreement.)

(6) Availability

Temporary accommodation may be available on all Charles Sturt University campuses within Residence Life student accommodation buildings and residences. Temporary accommodation is allocated subject to availability.

(7) Application procedure

Current Students – Temporary accommodation bookings for current students are made via the [Accommodation Portal](#).

Current Staff – Current staff of Charles Sturt seeking temporary accommodation, need to complete and submit the [temporary accommodation form](#).

External Clients – Visitors associated with the University seeking temporary accommodation, need to complete and submit the [temporary accommodation form](#).

Once the temporary accommodation form is submitted, Residence Life will confirm availability and pricing for the requested booking via email. Applicants are required to accept and confirm the booking via reply email.

(8) PAYMENTS

Student / staff temporary accommodation booking payments

- a. Invoices for temporary on campus accommodation bookings are distributed to students and staff 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.
- d. Bookings will be cancelled if payment terms are not met.

External guest accommodation booking payments

- 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.
- d. Bookings will be cancelled if payment terms are not met.

(9) House rules

All students, staff and external guests residing in Charles Sturt University Residences must abide by the [Charles Sturt University Student Misconduct Rule](#) and the terms of the [Residential Agreement](#) and House Rules addendum within the Residential Agreement.

(10) Confirmation

Applications submitted via the temporary accommodation form are assessed by Residence Life according to availability and confirmation is sent to the email address provided by the guest or organiser at the time of application.

Bookings made via the accommodation portal will be confirmed during the online booking process. Guests can request a confirmation email to be sent.

(12) Cancellation of a temporary accommodation booking

The following fees and charges will apply if you've made a temporary accommodation booking and cancel.

- a. If you cancel your booking at least **7 days prior** to your check-in date, Residence Life will remove your accommodation charges.
- b. If you cancel your booking **within 7 days** of your check-in date, Residence Life will charge you the \$50 Cancellation Fee and remove your accommodation charges for the cancelled night/s.
- c. If you don't advise us that you're not coming (e.g., you don't arrive) **your accommodation charges are non-refundable.**

(13) Vacation of room

All rooms must be vacated by 10am on the final day of the booking.

Occupants with a room key or temporary access card are required to return these to the Residence Life office or key return chute on departure. Failure to return a room key or access card will incur a [lost or unreturned room key charge](#).

Failure to vacate the room by 10am on the date of check-out will result in an extra night's charge.

Status and Details

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Unit Head	Director, Commercial Services
Author	Associate Director, Residence Life
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