

# 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 most of the terms used in these guidelines.

## Section 3 – Policy

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

## Section 4 – Procedures

- (5) Nil

## Section 5 - Guidelines

### (6) 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.)

### (7) AVAILABILITY

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

Accommodation is allocated subject to availability and bookings made outside of official Session and Intensive School periods as per the annual [Charles Sturt University Principal Dates](#) are not guaranteed that food outlets will be open on each campus.

## (8) APPLICATION PROCEDURE

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

**Current Staff** – Temporary accommodation bookings for current staff are made via the [Accommodation Portal](#).

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

Quotes are provided upon receipt of application. Confirmation of booking will require completion of the application form.

## (9) PAYMENTS

### INTENSIVE SCHOOL ACCOMMODATION BOOKING PAYMENTS.

- a. Invoices for Intensive 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.

### STUDENT TEMPORARY ACCOMMODATION BOOKING 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.

### EXTERNAL GUESTS 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.

## (10) 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.

**(11) CONFIRMATION**

Bookings are assessed according to availability and confirmation is sent to the email address provided by the guest or organiser at the time of application.

**(12) CANCELLATION OF A TEMPORARY ACCOMMODATION BOOKING**

The following fees and charges will apply If you've made a temporary accommodation booking or intensive school 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 must check out at the Residence Life Office. Failure to vacate the room by 10am on the date of check-out will result in an extra night's charge.

**Status and Details**

<b>Status</b>	Current
<b>Effective Date</b>	October 2022
<b>Review Date</b>	October 2023
<b>Approval Authority</b>	Chief Financial Officer
<b>Unit Head</b>	Director, Commercial Services
<b>Author</b>	Associate Director, Residence Life
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