

Important Arrival Information 2017/18

The following information guides you through the process for collecting keys and your arrival. Your room allocation is subject to the regulations set out in the [Residences Rules and Regulations Booklet 2017/18](#). These are the regulations that you have agreed to when accepting your [Licence Agreement online](#). Please read these carefully as they form part of your accommodation contract with the University. The Licence Agreement and Residences Rules and Regulations are governed by English law which international students may find is quite different from the law which applies in their own country, therefore you may wish to take advice if you feel you need it.

Please note that the copy of the Licence Agreement you have received attached to your 'Accommodation Offer Accepted' email is for your information only. You are not required to return a paper copy of your Licence Agreement to Accommodation Centre if you have accepted your Licence Agreement online.

What do I need to bring to collect my keys?

Your Residence Manager will ask to see the following before issuing your keys:

1. Proof of identity (photographic ID) ie a passport or valid driver's licence
2. A copy of your Licence Agreement on your smart phone (or printed version)

Please check that your contact details are up to date in the [Accommodation Centre Hub](#) so you can make use of the above arrival information service. You will also need to complete your online [e-induction](#).

Please note: If you are collecting keys for a studio flat your partner will be required to be present at the same time to sign for and collect the additional keys, please see section 6 of the Accommodation Allocation Policy in the [Residence Rules and Regulations](#) for further information.

When and where do I collect my keys?

The key issue points are as follows for Monday to Friday 9.00am to 5.00pm:

[Isambard Residence Office](#) - for Isambard Complex, Mill, Fleming and Galbraith Halls

[Bishop Residence Office](#) - for Bishop Complex, Lancaster Complex, Faraday, Chepstow, Clifton and Saltash Halls

What if I cannot get to Brunel at the specified day/time?

Please note if you are arriving out of the above stated hours or on the weekend, please contact a member of the Accommodation Centre Team for your keys to be collected from the security office. If you are not arriving on the start date of your contract please complete a [Late Arrival Request form](#) to ensure that your room is not cancelled before your arrival.

Useful links

[View my Licence Agreement](#)

[Campus room insurance policy](#)

[Campus map](#)

[Arrival Check List](#)

Request forms

[Request to arrive late](#)

[Cancel your room allocation](#)

Facebook

As part of the University Mentors role a Facebook group has been set up for each of the accommodation complexes on campus. This will give you the opportunity to ask questions about the Residences to the Students Mentors who will be living in your Complex and to have a chance to get to know some of your potential 'neighbours'.



[Mentors Facebook Page](#)

How do I pay my accommodation fees?

After you have arrived and settled into your campus room please refer to your Licence Agreement for fee instalment dates and amounts. The University prefers accommodation fees to be paid by Direct Debit, and you can [set up a Direct Debit online](#) before your arrival. Please see our [Question and Answer Centre](#) for more payment options.

What happens if I change my mind or would like to arrive after the start date of my Licence Agreement?

If you no longer require a room on campus please complete the [online cancellation request form](#) without delay to allow the Accommodation Centre to offer your room to another student. Please note that [cancellation charges](#) will apply. Please be advised if you cancel your accommodation or you fail to arrive at the start of your contract your room will be cancelled and your booking fee will be retained by the University. If you are planning to arrive after your Licence Agreement has started you will need to complete a [Late Arrival Request Form](#) online. For further terms and conditions please refer to the [Residence Rules and Regulations](#).

Good luck with your studies and we wish you an enjoyable stay!

Frequently Asked Questions

- [1. What am I agreeing to by taking on-campus accommodation?](#)
- [2. I am under 18. Can I sign my Licence Agreement?](#)
- [3. Do I need a printed version of the Licence Agreement?](#)
- [4. Can someone else pick up my keys on my behalf?](#)
- [5. Do we collect our keys and move our belongings in on the same day?](#)
- [6. Do I have to move out during Christmas/Easter periods?](#)
- [7. I won't get my visa in time for my course starting, what happens with my room?](#)
- [8. What are the charges for cancelling a room or allocation?](#)
- [9. How do I cancel my allocation?](#)
- [10. What happens with my campus room if I withdraw from my course?](#)
- [11. Can I move out of my room before the end of my contract and what will I be charged?](#)
- [12. What happens if I don't get the type of room I asked for?](#)
- [13. What are the nightly rates?](#)
- [14. What happens to my booking fee for accommodation?](#)
- [15. Can my parents stay in my room with me?](#)
- [16. Is there a Hotel on campus?](#)
- [17. Where can I eat on campus?](#)
- [18. Do I need to get insurance for my belongings whilst in halls?](#)
- [19. Can I get to know some of my potential 'neighbours' via Facebook?](#)
- [20. Can I have internet in my room?](#)

Want answers to your questions 24/7? Visit our [Question and Answer Centre](#)