

Important Arrival Information 2019/20

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 2019/20](#). 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) i.e. a passport or valid driver's licence
2. A copy of your arrival text/email 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.

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?

Monday - Friday between 9am and 5pm

[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, 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.

What if I already live on campus?

If your current contract ends at 10am on 8 September 2019 and provided you have paid your deposit and accepted your Licence Agreement for session 2019/20, you will be allowed continued accommodation on campus. Your contract for session 2019/20 will start on **15 September 2019**, and you will be invoiced for the interim period during October 2019. Please refer to the [Residence Rules and Regulations](#) for further information.

Your present Residences Manager will inform any student making an internal move when your new room is ready. Keys for your new room will be available for collection from the appropriate Residence Reception. You will be expected to transfer your belongings as soon as possible to your new room. Please ensure you have packed all your belongings over the weekend in readiness for the move. You must be available from 8 September 2019 to 14 September 2019 to move your belongings and collect your keys for your new allocation. The keys must be collected by the resident (and partner if you have been allocated a studio flat).

Useful links

[View my Licence Agreement](#)

[Campus room insurance policy](#)

[Campus map](#)

[Arriving by Car](#)

Request forms

[Request to arrive early](#)

[Request to arrive late](#)

[Cancel your room allocation](#)

Residences Ambassadors

Residences Ambassadors are students employed during term time throughout the year to help support and guide you towards having the best experience during your stay in Residences. You will have the opportunity to meet them when you arrive and can find them on [Facebook](#), [Twitter](#) & [Instagram](#).

Please note: If you choose to stay during interim period then whilst we facilitate your stay, the communal areas of the flat (e.g. kitchen and bathrooms if it is a standard hall) may require cleaning and therefore you may experience some inconvenience and disruption during this time.

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.

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](#).

Where can I park my car?

Special arrangements will be in place at the start and end of each session to enable new and returning students to load and unload their personal belongings - please see the [Welcome Week webpages](#). Students (and partners in campus studio flats) living on campus or within a two mile radius of the University are not eligible to apply for an annual parking permit. They can use the pay and display areas between 8am and 4pm Monday to Friday. Once fully registered/enrolled you will need to apply for this access to be added to your Brunel Student ID card via eVision under 'My University' and then click on the relevant parking application link. The University does of course make exceptions for disabled/blue badge holders who can apply for a free parking permit via the Student Centre.

Please note the University encourages the use of public transport and other sustainable methods of travel other than the car.

For further information about [parking/permits](#) or email the [Student Centre](#).

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 deposit 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](#)