



Buckinghamshire New University

Booking terms and conditions for Halls of Residence

1. Eligibility to Apply

- Accommodation is available to:
 - Applicants who have firmly accepted BNU as their first choice, and
 - Returning students who meet the required criteria.
- We are unable to offer accommodation to:
 - Insurance choice applicants.
 - Applicants who have not formally accepted their place.
- Returning students may be assessed on previous conduct, payment history, and compliance with past accommodation agreements.

2. Room Allocation Process

- We aim to allocate rooms fairly and in line with your preferences; however, preferred room types cannot be guaranteed.
- Where groups apply, we will make every effort to house you together, but group allocation depends on availability.
- If you decline the room we offer you, we cannot guarantee that we can allocate you another room.
- If you no longer need your room for any reason, please let us know as soon as possible by emailing accommodation@bnu.ac.uk.

3. Room Changes

- Once a room has been accepted, changes may not be possible until after the start of the contract period.
- Any room transfer is subject to availability and approval, and therefore cannot be guaranteed.

4. Application Assessment & Restrictions

- Your application may not be accepted if:
 - Suitable rooms are not available at the time of booking.
 - You have an outstanding debt with the Accommodation Service.
 - There are issues preventing us from processing the booking (if so, we will contact you directly).

5. Contract Start, Charges & Arrival Requirements

- Once you accept your room offer and the contract start date has passed, you will be liable for accommodation charges, even if you have not yet moved in.

- You must complete your accommodation induction and select an arrival date prior to the contract start date. Please note you may amend your arrival date if necessary.
- If these steps are not completed within 14 days of the contract start date, the University may withdraw your room offer, and you may still be charged for the period covered. Please notify us via email (accommodation@bnu.ac.uk) of any potential delays to your arrival.
- We will always attempt to contact you and keep you informed before any action is taken.

6. Support & Specialist Accommodation

- We offer accommodation for carers. If you have a carer and wish to discuss your options, please email us for more information (accommodation@bnu.ac.uk)
- Students with medical or disability-related needs who have completed a Reasonable Adjustments Form with our Inclusions & Disabilities Team will be prioritised for suitable accommodation.
 - For support, contact: inclusions@bnu.ac.uk
- If you disclose a disability or medical requirement, relevant information may be shared with the Disability Service to ensure appropriate support.
- Care leavers and estranged students will be prioritised for accommodation, and we also offer 365-day accommodation options for students who need year-round housing.
 - Subject to previous conduct, payment history, and compliance with past accommodation agreements.
 - You might be asked to move rooms and/or sites based on availability.
- All prioritised and specialist accommodation options are subject to availability, and therefore can **not** be guaranteed.

7. Placement Considerations

- If your course includes a placement, please consider this carefully before booking.
- After accepting your accommodation offer, you cannot be released from your contract solely due to placement commitments.

8. Summary

We aim to provide a clear, fair, and supportive accommodation process. While we will always do our best to meet your preferences and support your needs, allocations depend on room availability and adherence to these terms.

If you require guidance at any stage, please contact the Accommodation Service (accommodation@bnu.ac.uk – 01494 603063) we are here to help!

BNU Halls of Residence operate in line with the UUK/GuildHE Code of Practice for the Management of Student Housing, ensuring high standards of safety, welfare, and accommodation management.

More information: <https://accommodationcode.ac.uk/>

