



**Helping you through the
process**

**Accommodation Acceptance Guide
2015/2016**

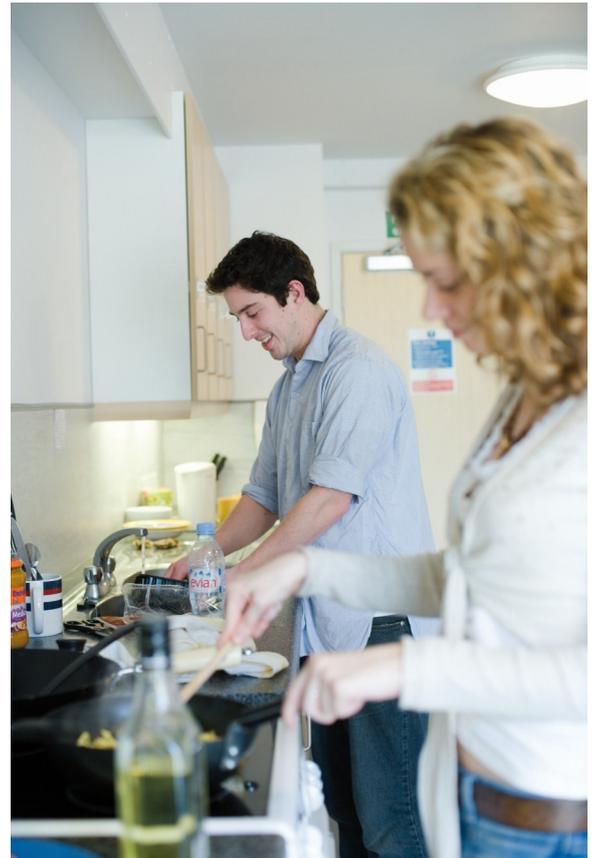
This is a guide to help you accept your offer of accommodation, once it is made.

Things to do

Check your accommodation account at studentaccommodationservices.soton.ac.uk at least once a week as **your offer is only valid for 7 days**.

Check your registered email address at least once a week for an email advising an offer has been made. This email will be from roomserv@soton.ac.uk. Add roomserv@soton.ac.uk to your 'safe' contacts list to ensure the email does not get filtered into your junk/spam folder.

Once you have received an offer of accommodation, you will need to accept it online.



Go to studentaccommodationservices.soton.ac.uk and log into your accommodation account. Your login ID is the email address you used when you applied for accommodation. You set up your password when you registered for your accommodation account. There are links to request a new password if you have forgotten it.

Once you have accessed your account, please click on 'Contracts' on the left side of the screen:

UNIVERSITY OF
Southampton

Forename
R
Surname
L
Student ID
Home
Maintain
Applications
Contracts
Logout

Your Residences Service Home Page

Welcome to your University of Southampton Residences Service Home Page. Please choose one of the options from the menu to manage your accommodation applications, offers and contract.

All communications for confirming or acknowledging applications or bookings will be sent to ral1a11@soton.ac.uk. This e-mail address can be changed by [updating personal details](#).

If you have any enquiries or concerns, please call Residences through +44 (0)2380 595959

This will take you to your offer of accommodation, which will look like this:

Your Bookings

Please see below for your room offers and bookings.

Student	Student	2015-2016	1453	Awaiting Response	19/09/2015	01/07/2016	25/03/2015	View
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Please note the expiry date in red. You need to accept your offer before this date.

Click on 'view' on the right hand side of the screen to see details of your offer. This will take you to 'Your Contract Schedule' as below:

Your Contract Schedule

Booking Details

Below are the reference details for your offer of accommodation.

Please note the **Expiry Date**. You must accept your offer by this date, or it will be withdrawn. We cannot guarantee to make another offer of accommodation if the expiry date passes before you have accepted your offer.

Booking Reference 1453
Application No. 2105
Expiry Date 25/03/2015
Offer Date 18/03/2015
Student ID 2123456
Student Name R. [redacted] L. [redacted]

Accommodation Details

Listed below are the details of the accommodation being offered to you.

Hall Erasmus Park Flats
Address Erasmus Park, Easton Lane, Winnal,6 Winchester SO23 7XA
Occupancy Dates 19/09/2015 to 01/07/2016
Room Type Ensuite Category 1 Self Catered
Licence Standard 40

Charge Details

The amount below is the charge for the contract period specified in the occupancy dates above.

Description **Charge**
Rental Invoice £ 4,987.84

Before you accept your offer of accommodation you need to understand the **legal contract** you will be entering into, so it is important you read the following documents before accepting your offer;

[Agreement for Accommodation including the Halls of Residence Regulations](#)

[Terms and Conditions for Online Payment](#)

Please note that the sets of information above open in new windows

To activate the 'Begin Acceptance Process' button please confirm that you have read and understood these documents by ticking the box below. Then click on the 'Begin Acceptance Process' button to proceed.

[Begin Acceptance Process](#)

[Reject](#)

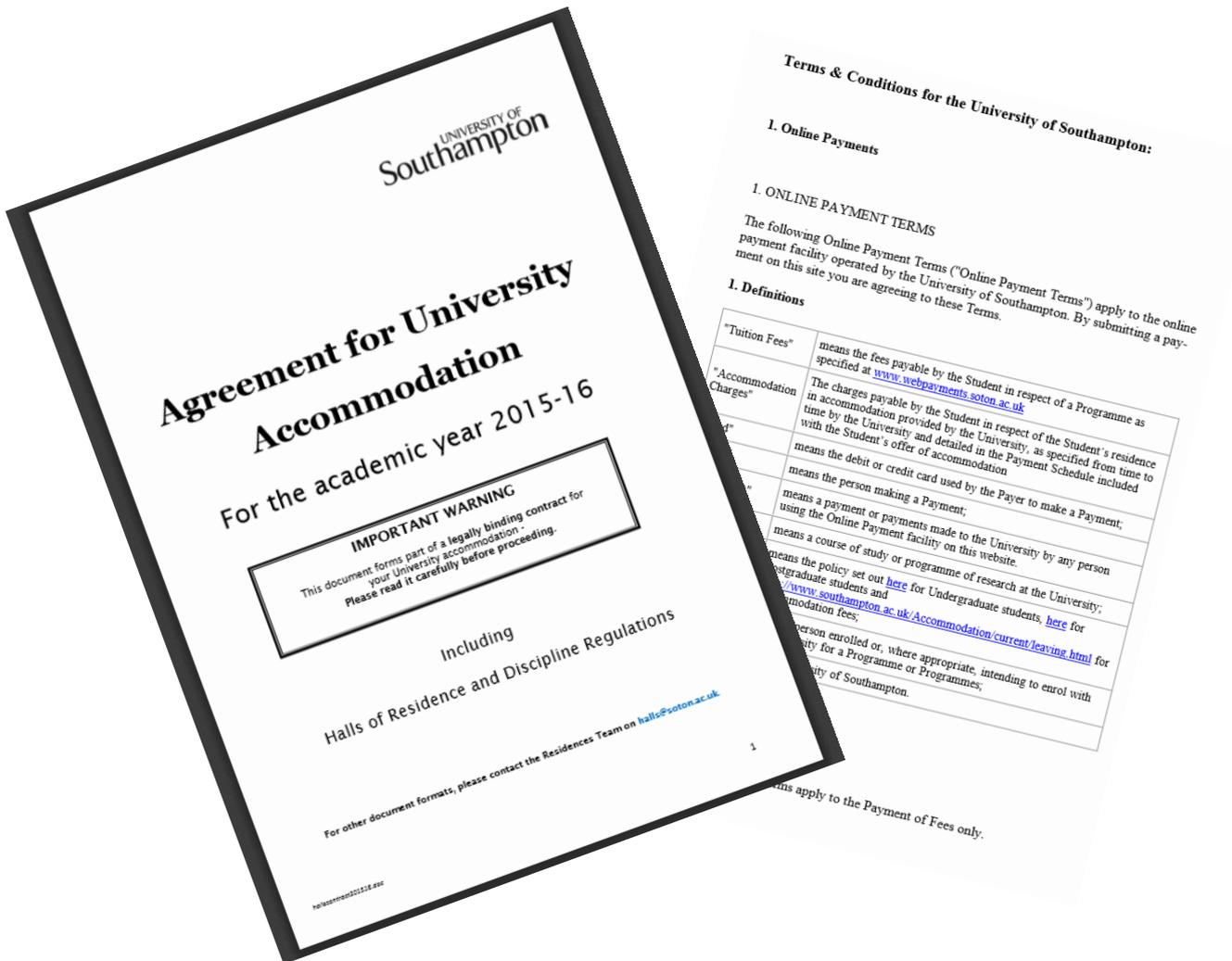
[Return to Contracts](#)

[Print Offer](#)

Accepting an offer

To begin the acceptance process, click the link for Agreement for Accommodation including the Halls of Residences Regulations. This comprises your contract and the terms and conditions of your accommodation offer. You may wish to print this to refer to throughout the year.

Next, click the link for Terms and Conditions for Online Payment. Again, this contains important and useful information about how your payments will be managed.



When you have read both, check the box at the bottom of the screen to confirm you have read them and are ready to accept the offer. Once the box has been checked, the Begin Acceptance Process button will become live. Click this button to begin the process.

To activate the 'Begin Acceptance Process' button please confirm that you have read and understood these documents by ticking the box below. Then click on the 'Begin Acceptance Process' button to proceed.



Begin Acceptance Process

Reject

Return to Contracts

Print Offer

Setting up your payment plan

You will now be taken through the stages of setting up your accommodation fee payments. Read the instructions displayed and click Continue to proceed.

Instructions

Thank you for starting the acceptance process. To complete it you will need to enter your payment details and pay your prepayment (if relevant).

Payment Options

Automatic collection by Recurring Card Payment

The University's preferred method of payment is by automatic collection by recurring card payment.

- This will require the details of a debit or credit card.
- The University does not accept payment using Diners Club credit cards or Maestro or Solo debit cards

Other payment methods

- In exceptional circumstances, the University will accept payment of accommodation fees by another method
- If you cannot accept your offer of accommodation by setting up a recurring card payment, you will not be able to accept your offer of accommodation online.
- If you cannot set up a recurring card payment please consult our [Acceptance Guide](#) and contact the Residences Team before the expiry date of your offer.

Sponsored students

If your sponsor will be paying your accommodation fees directly to the University, you will not be able to accept your offer online. Please contact the Residences Team before the expiry date.

Prepayments

- New undergraduates are **not required** to make a prepayment
- New postgraduate and all current students **are** required to make a prepayment when they accept their offer of accommodation. All prepayments paid are deducted from the first instalment of the accommodation fees.

Accepting Online

Please press 'Continue' to go the next page. If you do not have your credit or debit card details available now, please press 'Cancel' and then logout. Remember to return and complete the acceptance process **before your offer of accommodation** expires.

Back

Continue

Cancel

The next screen details the payment instalment amounts, and the dates they are due. Make a note of these, as you need to ensure you have enough money in your designated account on these dates to cover the fees. Click Continue to proceed.

Payment Methods & Terms

The details below set out the total charge for your contract, and the instalments and their due dates. If there is a prepayment showing you will need to pay this now to accept your offer.

You will be able to check these whenever you want, by logging back in and viewing your booking.

Total Charge £ 4,987.84

UoS Standard 40 Week Plan by Recurring Card

Payment No.	Description	Amount Due	Due Date
1	Instalment 1	£ 1,656.80	05/10/2015
2	Instalment 2	£ 1,674.24	11/01/2016
3	Instalment 3	£ 1,656.80	25/04/2016
	Total Due	£ 4,987.84	

Please note that if you arrive early, instalment 1 will be adjusted to collect payment for the additional nights in halls. For details on when to arrive please see our [website](#).

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Continue

Cancel

If you think you will have trouble paying your accommodation fees, please contact the Residences team at accommodation@soton.ac.uk to discuss your options before accepting the contract.

The next screen will take you to the Pre-Payment section. If you do not need to make a pre-payment, the amount to pre-pay will be £0. Postgraduates will be asked to pay £350, and continuing students £150.

Pre-Payment

You will now be transferred to our payment provider to take your Credit or Debit card details. Please make sure you have your payment card details ready.

If you need to make a prepayment this amount will be taken from your Credit or Debit card now.

To proceed please select 'Process Payment' below. If you do not have your payment card details ready, then select 'Cancel' and remember to return to complete accepting your offer before the expiry date.

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Process Payment

Cancel

The amount of the pre-payment you need to pay will be shown on the next screen. In the screenshot below, no pre-payment is due and so the Total Cost boxes are blank.

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Online Payments

[Online Payments Home](#)

Transaction Summary

Description of item(s) to pay	Qty	Total Cost
Accommodation prepayment	1	
Recurring Card Payment(s)	1	

Please click on *Continue* to proceed **Continue** 


2015-03-18
ABOUT SSL CERTIFICATES

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To accept the offer, it is necessary to add your card details to set up the Recurring Card Payment; however no payment will be taken at this point apart from any pre-payment shown as above.

You need to enter your payment details on the next screen. Remember, unless you have to make a pre-payment, no payment will be taken at this point.

If you have trouble inputting your payment details, please contact the Residences team at accommodation@soton.ac.uk.

Online Payments



Enter Credit / Debit Card Details

Card Type*
 VISA VISA DEBIT MasterCard Maestro

Card Holder Name*

Card Number*

Card Security Code*

Expiry Date (MMM/YYYY)*

Start Date (MMM/YYYY)

Billing Address

Your billing address is the address where you are receiving the statements for your credit / debit card.

Country*

Postcode*

House / Flat No.

[Find Address](#)

[Enter your address manually](#)

* indicates a required field

Follow the payment set-up process through, and when you have finished, you will see your accommodation offer booking state turn to Accepted on your Contracts page.

Student	Student	2015-2016	1453	Accepted	19/09/2015	01/07/2016	25/03/2015	View
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If at any point during the acceptance process you have any questions or experience any problems, please contact the Residences Service directly:

By telephone: +44(0)2380 59 59 59

By email: accommodation@soton.ac.uk

By person: in the Student Services Centre

www.southampton.ac.uk/accommodation

accommodation@southampton.ac.uk

+44(0)2380 59 59 59