



Queen Alexandra's House

Accommodation and Fees Payment Policy 2024 / 2025

Paying for your accommodation fees

Queen Alexandra's House residents are expected to settle their accommodation fees promptly within the due dates set out in the Licence Agreement.

We do understand and recognise that at times there may be changes to your personal circumstances or unforeseen events, which may make it difficult for you to pay on time. If this does happen, then it is important that you contact the General Manager and Bursar to discuss this in more detail so that if possible, we are able to assist you.

It is important also to recognise that Queen Alexandra's House cannot provide you with financial help but will look at your request individually, considering your individual circumstances, the time needed to make payment, your payment history and importantly, any evidence you have supporting your request for additional time to pay.

Submit a request for more time to pay.

If you require additional time to pay your accommodation fees, then you will need to email info@queenalex.com explaining your situation and detailing the reasons why and when you will be making payment. Queen Alexandra's House will review these and decide if an extension will be permitted.

Please be aware that it is the resident's responsibility to keep in regular contact with the General Manager and Bursar if you need to submit a request for more time to pay your accommodation fees.

The team will look at your individual circumstances and where possible try and assist you.

If Queen Alexandra's House permit you extra time to make payment then a payment plan will be put in place, and you will be required to pay as per the terms set. Failure to meet these or to pay will result in further action being taken, which can also result in your details being sent to a debt collector as outlined in your Licence Agreement.

Student Finance Payments

Queen Alexandra's House is aware that some residents pay for their accommodation fees from their student finance and that payments are not always aligned with Queen Alexandra's House payment schedule.

If you wish to pay your accommodation fees using your student finance, then you are required to let Queen Alexandra's House know and send over copies of any relevant documentations outlining when you will receive the funds so that Queen Alexandra's House can put a payment plan together for you.

Failure to pay your fees.

If you fail to make payment within 21 days of the due date, we will:

- Issue you with a final payment invoice and £100 late payment fee where you will have 14 days to make payment.

Failure to make payment within those 14 days will result in

- If you fail to make payment, then your licence agreement will be terminated, having been given 14 days to make payment.
- If you fail to vacate the accommodation and / or pay any outstanding arrears, QAHA may take court proceedings to recover both the accommodation and the outstanding sums, and the court may make an order that you pay QAHA's cost of those proceedings.