

Halls of Residence Payment Process Guide

Once you've accepted the Halls of Residence Terms and Conditions and completed the online induction you will need to complete the payment process. This step by step guide has been designed to assist you through this process.

The first payment page you will see shows the total accommodation rent amount for your Halls of Residence contract. You will have 2 payment options; "Pay in full now" or "Pay later – Direct Debit mandate".

Pay in full now: With this option you can pay the total rent (i.e. the booking fee, which is in effect a pre-payment, and the rent balance). This will mean the full year's rent will be paid, with no further amount due.

Pay later – Direct Debit mandate: This option is selected by default. With this option you will be asked to set up a direct debit for rent payment. Rent will be taken out in equal termly installments over the course of your stay in accommodation (in October, January and April as detailed on page one of your offer). This will be followed by the payment of the £200 booking fee, which must also be completed to fully accept the offer.

Once you've selected your desired payment method, press 'Pay now'.

Charge Name	Amount
Booking Fee	£ 200.00
Rent	£ 3960.00

Total amount	£ 4160.00	
Total to Pay Now	£ 200.00	

Please select the 'Pay Now' button to be taken to the payment portal.

You will now be passed to our Secure Payment Pathway. This may take a few seconds after clicking "Pay Now" button. [Pay Now](#)

You will now see a payment description confirming what needs to be paid now and what will be paid via direct debit (unless you're paying in full, in which case you will see the total.)

If you click on the 'show instalments' tab, any rent balance will be listed in full with a due date of 06 May. Please note however that by completing the direct debit mandate you are agreeing to having your rent balance taken in instalments over the course of your stay in accommodation (in October, January and April as detailed on page one of your offer). If you are paying in full the payment will be taken immediately.

Click continue to move forward with the process.



Please check the items you want to pay for and click 'Continue' to proceed

Description of item(s) to pay	Total Cost
Booking Fee	£200.00
Balance Payment - Direct Debit Show instalments ▼	
	to pay today
	Total to pay later

Please click on Continue to proceed Continue

Please click here to cancel the process. Cancel



Balance Payment - Direct Debit

[hide instalments](#) ▼

Date Due	Amount
21/04/2014	£3,960.00

On the next page you will be asked some questions regarding your bank account.

Once completed, press continue.

Direct Debit Questions

Please ensure you have selected an answer to all of the following questions:

	Yes	No
Is this a UK Bank / Building Society Account and are you the Account Holder?*	<input type="radio"/>	<input type="radio"/>
Is this a business account?*	<input type="radio"/>	<input type="radio"/>
Does this account require more than one signature?*	<input type="radio"/>	<input type="radio"/>

* indicates a required field

Please click on Continue to proceed Continue

If you selected the Pay later – Direct Debit mandate option, you will now be asked to complete your bank details for the direct debit mandate. If you selected to pay in full now option please go to page 5. When completing the 'Account Holder Address' section, insert your post code and press 'Find Address.' You then need to select your address. Once selected, wait until your full address appears.

Once completed, select continue.

Direct Debit Payments

You will be informed of your Direct Debit plan shortly.

Enter Bank Account Details

Account Holder First Name*

Account Holder Last Name*

Account Number*

Sort Code*

Account Holder Address

Your billing address is the address where you are receiving the statements for your bank account.

Country*

Postcode*

House / Flat No.

[? Enter your address manually](#)

* indicates a required field

Please click on Continue to proceed

Account Holder Address

You will now see a summary of your Direct Debit Summary.

If you're happy this information is correct click 'Confirm Details.'





Instruction to your Bank or Building Society to pay by Direct Debit

Name(s) of Account Holder(s)

Service User Number

Bank/Building Society Account Number

Reference

Branch Sort Code

Instruction to your Bank or Building Society

Please pay Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with the University of Gloucestershire and, if so, details will be passed electronically to my Bank/Building Society.

Name and full postal address of your Bank or Building Society

Signed:

To: The manager

Address

Postcode

Note: Banks and Building Societies may not accept Direct Debit instructions for some types of account.

The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit the University of Gloucestershire will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request the University of Gloucestershire to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit by the University of Gloucestershire or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when the University of Gloucestershire asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

If these details are correct and you still wish to proceed then please press the "Confirm Details"

Confirm Details

The next page involves paying the £200 booking fee. If you have selected to pay in full you will come directly to this page. Please complete the details for the bank account you want the funds to be taken from. Please note that this payment will be taken once you've completed the process. Don't forget to complete the 'Billing Address' information in the same way highlighted in 'Account Holder Address' section on page 3.

Once completed, press continue.

Enter Credit / Debit Card Details

Card Type*    

Card Holder Name*

Card Number*

Card Security Code* 

Expiry Date (MM/YY)*

Start Date (MM/YY)

Billing Address

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

Country*

Postcode*

House / Flat No. 

 [Enter your address manually](#)

Please click on Continue to proceed

You will now see a summary of your payment details. If these details are correct select 'Confirm your transition'.

Summary

Description of item(s) to pay	Total Cost
Booking Fee	£200.00
Balance Payment - Direct Debit Show instalments ▼	
to pay today	£200.00
Total to pay later	

Payment Information Edit details

Card Transaction Name on Card: <input type="text"/> Last 4 Digits of Card Number: <input type="text"/> Card Type: VISA	Billing Address University Of Gloucestershire The Park Cheltenham Gloucestershire GL50 2RH UNITED KINGDOM
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Email confirmation will be sent to:

3D-Secure Information

  To increase the security of Internet transactions Visa and MasterCard have introduced 3D-Secure (like an online version of Chip and PIN).
Depending on the card you have chosen to use and the retailer from whom you are purchasing, when you click 'Confirm your payment' you may be asked by your card issuer for further authentication.

Direct Debit Guarantee



The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit the University of Gloucestershire will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request the University of Gloucestershire to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit by the University of Gloucestershire or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when the University of Gloucestershire asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

[Confirm your transaction](#) ▶

You will now see the final summary confirming payment amounts and reference numbers. You will also receive two emails confirming the direct debit set up and £200 booking fee payment (or one email if you chose the pay in full now option.)

By clicking select 'Finish.' You will be transferred to your Halls of Residence Student Portal. Here you will find lots of useful information about Halls of Residence along with a printable copy of your Halls contract.

Summary



Your payment/instalment plan is complete. An email confirmation has been sent to sburrows@glos.ac.uk.

You may wish to print this page for your records

Print

Your immediate payment reference is: /

Date: /

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Description of item(s) paid/to pay	Total Cost
Booking Fee	£200.00
Balance Payment - Direct Debit - Your instalment plan reference is: 3209 Show instalments ▼	
paid today	£200.00
Total to pay later	

We hope this guide has helped you complete the payment process. If you have any problems please contact our Income team on 01242 714222 or fees@glos.ac.uk.