

Registration and Application Guide for Accommodation

If you've selected Royal Holloway as your firm choice you'll be able to register with our Online Accommodation System and submit an application for Halls accommodation in the forthcoming academic year.

If you've only recently confirmed your decision to study at Royal Holloway there will be a delay of a couple of days before you'll be able to register: if after two days you are still unable to register please contact [Student Accommodation](#).

Register with the Online Accommodation System

Step 1: Visit the [Online Accommodation System](#). If you haven't registered with the System in the past you'll need to create an account for yourself. Enter your details into the 'Register for an account' section of the webpage and click register.

Register for an account

You'll need to register for an account before you can login. Complete the details below to begin the registration process.

Surname / Family Name

Date of Birth (dd/mm/yyyy)

Student ID

Please click the Register button



Step 2: On the next page you'll be asked to create your account login details. The 'Email Address' you enter here will become your username for the Online Accommodation System. Please ensure that you use a personal email address and not a school/college email.

Step 3: Once you've entered your email address and password, click 'Create Account'

Create login details

Email Address

Confirm Email

Password

Confirm Password

[Create Account](#)

Step 4: You should now see the following message on your screen.

You've almost created your account...

Now that you've created your login details, you'll receive an email very soon with a six digit verification code and a link to activate your account. Please read the instructions and click the link to activate your account.

Don't forget! You won't be able to login into the Online Accommodation System until you've activated your account!

It's been 15 minutes and I haven't received the email...

It's possible that the email has been mistaken for spam, please check your junk/spam mailbox.

[Continue](#)

Step 5: Log into the email account that you used to register for an account with.

Step 6: You should find a 'Thanks for registering' email in your inbox. Follow the instructions in the message to 'verify your email address' by clicking on the link provided.

Action Items

Dear

You've almost completed the registration process for an account on the Royal Holloway Online Accommodation System. Please follow the final few steps below to complete the process and activate your account.

What do I need to do now?

Before continuing this process, please close all open internet browser sessions, this will make sure that you're taken to the right page when you click on the links below.

All you need to do now is [verify your email address](#).

I can't verify my address via the link above, what should I do?

If you can't access the link above, please follow the steps below:

- - go to the [verification page](#).
- - enter your code into the box:

Once you've completed this process, your account will be activated and you'll be able to login into the [Online Accommodation System](#) with the username you've created:

Yours sincerely,

Student Services Centre

Step 7: Clicking on the link will take you to the account activation page where a 6 letter/number code will automatically appear in the Confirmation Code. Click on 'Confirm Code' and your account will be activated.

Activate your account

This box should already contain the six digit confirmation code so all you need to do is click on the confirm button below. (If no code is showing, please type the code from your email).

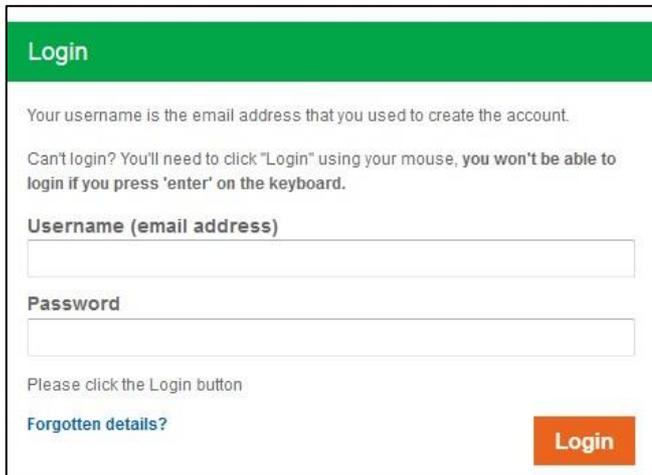
If you've already completed this process, please return to the [login page](#).

Confirmation Code

[Go to Login](#) [Confirm Code](#)

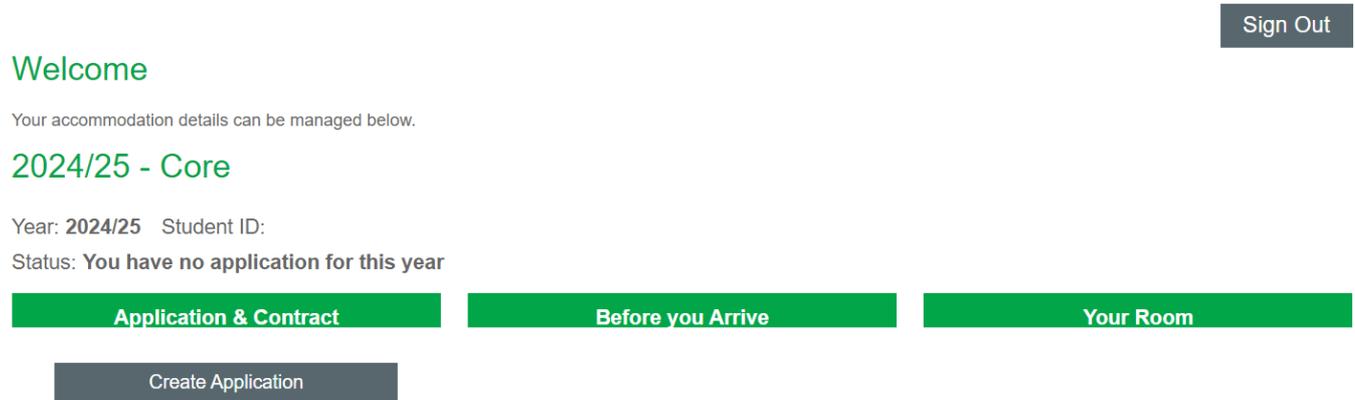
Submitting an Application for Accommodation

Step 1: Go to the [Online Accommodation System](#) and enter your account login details.



The screenshot shows a login form with a green header labeled "Login". Below the header, there is a message: "Your username is the email address that you used to create the account." followed by a note: "Can't login? You'll need to click 'Login' using your mouse, you won't be able to login if you press 'enter' on the keyboard." The form contains two input fields: "Username (email address)" and "Password". Below these fields, there is a "Please click the Login button" instruction and a "Forgotten details?" link. A prominent orange "Login" button is located at the bottom right of the form.

Step 2 Once logged in you'll see your homepage for the Online Accommodation System



The screenshot displays the user's homepage. At the top right, there is a "Sign Out" button. Below it, a green "Welcome" heading is followed by the text "Your accommodation details can be managed below." The main heading is "2024/25 - Core". Below this, it shows "Year: 2024/25" and "Student ID:". The status is "Status: You have no application for this year". There are three green navigation buttons: "Application & Contract", "Before you Arrive", and "Your Room". Under the "Application & Contract" button, there is a "Create Application" button.

Click 'Create Application' under the 2024/25 academic year to begin your accommodation application.

Step 3: The next page will confirm your applicant type (Postgraduate New Overseas) along with your contact details. If any of these details are incorrect, you'll be able to change these when you complete your enrolment.

Before you can choose the accommodation that you wish to stay in, we need you to check a few details.

Applicant type

Your applicant type is Postgraduate New Overseas.

Your personal details

Below is the permanent home address, home phone number, mobile number and email address that we currently have on our records for you:

Address
Phone
Mobile
Email

My details have changed, what should I do?

New applicants: Please update your details via UCAS.

Current Royal Holloway students: Please log into [Campus Connect](#) and change your details.

If you aren't a current student and/or didn't apply through UCAS, you'll be able to update your address when you start your studies at Royal Holloway.

Please continue with your application for accommodation.

Postgraduate Overseas Couples and Family Accommodation

If you would like to apply for couples and family accommodation proceed with your application and click the families button. You will be taken to a separate page where you can enter your requirements. If you subsequently need to amend your application you will need to [contact us](#) so please consider this option carefully.

[Back](#)[Next](#)[Apply for Couple / Family accommodation](#)

Step 4 If you would like to apply for couples/family accommodation, please click on the 'Apply for Couple/Family Accommodation' button. If you only require accommodation for yourself, please click next.

Step 5: You'll now be asked some pre-application questions; the first question is whether you have any medical requirements that may impact the type of accommodation you need. If you answer yes, you won't be eligible to self-select accommodation, as we'll need to assess your medical requirements and offer you suitable accommodation. You'll instead be asked to rank our accommodation options in [preference order](#).

Self-Selection

Step 1 If you've answered no to having medical requirements, you'll be given the option to self-select your room. Room self-selection is optional and if you would prefer to rank our accommodation options in [preference order](#), you can do so.



Room Self-selection

We're pleased to confirm that you're eligible to self-select your own room and complete your accommodation booking now. As part of the room self-selection process, you will be able to select your Hall, flat and room. Alternatively, you have the option to submit a preference-based accommodation application, where we will review your application and offer a room that matches the highest preference possible, based on the room availability we have.

Please indicate below if you would like to use the room self-selection function or submit a preference-based application.

 Yes, I would like to self-select my room No, I would like to submit my room preferences

Step 2 After answering yes to self-selecting a room, you'll be able to view all the available rooms we have across our Halls of Residence. When looking for the room you'd like, please use the filters at the top of the page to narrow down your search. If there are no rooms matching your search, please use the 'clear filters' button and search again.

Room Selection

Sign Out

Please use the filters below to narrow down your room choice.

If you cannot find any rooms that match your filters, please try removing some.

[List](#) [Map](#) [View Comparison](#) [Clear Filters](#)

Hall	Room type	Bathroom
(All) ▾	(All) ▾	(All) ▾
Let length	Catered	Additional Living Preference
(All) ▾	(All) ▾	(All) ▾

Step 3: When you've found a Hall that you like, click on 'View Rooms' to see the rooms available for you to book.



Highfield Court

Bedroom type	Single Room
Bathroom	Ensuite
Additional Living Preference	None Selected
Catering Opt.	Self-Catered
Let length	50 weeks
Price	£9,335.75

[Add to Compare](#)

[IMAGES](#) [MAP](#) [FACILITIES](#) [MORE INFO](#) [VIEW ROOMS](#)

Step 4: All available rooms in that Hall will be shown. Rooms are grouped by flat, and you can view a floorplan to see where your room will be located in the accommodation you are booking. Once you've found the room you'd like to book, click the tick box below the room name to select it and click Book Now.

HIF10A

Rooms

HIF10A02 <input checked="" type="checkbox"/>	HIF10A03 <input type="checkbox"/>
--	-----------------------------------

[Book now](#)

A pop-up will appear that summarises the room you're about to book, if you would like to proceed with the booking, click on book. Please note, once you've clicked book, you won't be able to change your room booking.

Book Now ✕

You have selected to book **HIF10A02**, which is a **Single Room** in **Highfield Court**.

Please make sure this is the room type and location you wish to book as you will not be able to change it after this point. If it's wrong, close this window and select a new room.

Otherwise click the "Book" button to reserve your room.

Please note, your booking will not be complete until you have paid your £300 prepayment and accepted the contract on the next page.

[Book](#)

Step 5: You'll now be able to view and accept your accommodation contract. The first step is to pay a £300 prepayment. To do this, click on the 'pay' icon and follow the instructions that appear.

[Sign Out](#)

[Back to My Details](#)

Student Accommodation Contract Agreement

Dear

We're pleased to inform you that you've been allocated a room in Highfield Court for the 2024/25 academic year.

The information provided in this offer, along with the terms and conditions, will form a contract between Royal Holloway, University of London and yourself.

Accepting this offer before the deadline

If you'd like to accept this offer, you'll need to do so before the expiry date stated below. If you don't accept the offer by the deadline, your offer will be withdrawn.

Once you've accepted this offer, you'll be liable for all fees for the duration of your contract.

We hope that you'll accept this offer of accommodation and look forward to welcoming you as a student tenant. By accepting this offer you will be enter into a binding contract with Royal Holloway, University of London in accordance with the Housing Act 1988 (schedule 1, part 1, paragraph 8) this contract is not for an Assured Tenancy (a tenancy will not be an Assured Tenancy if it is granted to a person who is pursuing or intends to pursue a course of study provided by a specific educational institution or by another specified body of persons).

Offer expiry date: this offer is only valid until 23 March 2024.

Your details

Student ID:	Name:	Address:
-------------	-------	----------

Your accommodation

Hall	Highfield Court
Bedroom Name	HIF10A02
Bedroom Type	Single Room
Catering	Self Catered
Additional Living Preference	None Selected
Contract Length	50 weeks
Allocation Dates	22/09/2024 to 06/09/2025

Payments

Payment info

Term 1	04 Oct 2024 - £2,996.00
Term 2	24 Jan 2025 - £2,996.00
Term 3	16 May 2025 - £1,096.75
Term 4	13 Jun 2025 - £2,247.00
Total	£9,335.75

You are required to make a prepayment at this time as part of the accommodation offer acceptance process.

[Pay](#)

Step 6: After you've paid the £300 prepayment, you'll need confirm acceptance of the accommodation terms and conditions. After you've done this, enter your student ID and date of birth and click on the 'accept' button. Your accommodation booking is now complete.

Important information

When will I need to pay my accommodation fees?

Accommodation fees are charged on a termly basis as shown above. It's your responsibility to make sure that you pay the fees by the advertised due dates. If you don't pay on time, this may result in a late payment charge or disciplinary action.

Cancellation period

You have the right to cancel your contract within 7 days of accepting it prior to arrival. This must be submitted via email to [Student Accommodation](#) at the Royal Holloway. If you should move into the accommodation within the 7 days of accepting the room offer, your right to cancel does not apply as services and accommodation will already have been provided.

Terms & Conditions

Please read the terms and conditions of your offered accommodation by clicking on the relevant link below. When you've read and understood them, please put a tick into the check box by clicking on it.

[Terms & Conditions 2024/25](#)

I have read and understood the above Terms & Conditions.

Accept the Offer

If you're happy with this offer, please enter your details and then click "Accept".

StudentID

Date Of Birth
(dd/mm/yyyy)

Accept

Decline the Offer

If do not wish to accept the offer, you can do so by clicking the "Decline" button.

Decline



ROYAL
HOLLOWAY
UNIVERSITY
OF LONDON

Preferences

Step 1: Before ranking your preferences, you have the option to select an additional living preference. These are optional and you do not have to select any of the options if you don't want to. Once you've made your selection, click continue.

Additional living preference

Royal Holloway offers you the ability to specify if you have an additional living preference, as part of your accommodation application. If you select an additional living preference, you'll be placed into a flat or house with other students who've selected that option, subject to availability.

If you have an additional living preference, please indicate this by selecting one of the below options.

Please note, we cannot guarantee that you will be allocated to a room that meets your additional living preference and due to building constraints and demand, we may not be able to offer living preferences at every Hall.

<input type="radio"/> I don't have an additional living preference	<input type="radio"/> Quieter accommodation
<input type="radio"/> Mature student accommodation	<input type="radio"/> Alcohol free accommodation
<input type="radio"/> Single gender accommodation	

Back

Continue

Step 2: You'll now be able to rank all the accommodation options available to you. To add an option to your preference list, click on the plus icon next to the Hall. Once you've ranked all the accommodation, click continue.

Select Preferences

Please select your preferred accommodation choices from the list below. You must choose a minimum of 4 out of a maximum of 4 to continue.

List | **Map**

Room type: (All) | Bathroom: (All) | Let length: (All) | Catered: (All) | **Clear Filters**



George Eliot Halls Add as a preference +

Bedroom type: **Single Room**
Bathroom: **Shared Bathroom**
Catering Opt.: **Self-Catered**
Let length: **50 weeks**
Price: **£10,288.52**

Add to Compare

IMAGES 8 | **MAP** | **FACILITIES** | **MORE INFO**



Gowar Hall Add as a preference +

Bedroom type: **Single Room**
Bathroom: **Ensuite**
Catering Opt.: **Self-Catered**
Let length: **50 weeks**
Price: **£10,473.49**

Add to Compare

IMAGES 10 | **MAP** | **FACILITIES** | **MORE INFO**

You have chosen 0 preferences so far.

View Comparison

Your preferences

Drag the preference numbers below to prioritise your selections.

Please note, this information only indicates your preferences. Whilst we'll try our best to allocate you your preferred accommodation, this may not always be possible.

For more information on the allocation process, please visit our [accommodation webpages](#).

Previous

Continue

Step 3: You'll now have a chance to review your preferences before submitting your application. If you are ready to submit your application, click the tick box next confirming the information is correct and click continue.

[Sign Out](#)

One last check...

Please check the information below is correct and then click 'Continue' to submit your application.

Your Details

Name
Student ID
Applicant Type

Your Preferences

First Preference	George Eliot Halls , Single Room, 50 weeks
Second Preference	Gowar Hall , Single Room, 50 weeks
Third Preference	Highfield Court , Single Room, 50 weeks
Fourth Preference	Penrose Court , Single Room, 50 weeks

Additional Information

Have a Medical Condition	No
Additional living preference	Alcohol free

I agree that all the above information is correct

[Back](#)

[Continue](#)

Step 4: Your application has now been submitted and you can return to your accommodation hub.

[Sign Out](#)

You've submitted your application

Thank you for submitting your accommodation application for 2024/25. You'll receive an email confirmation shortly and this will let you know what will happen next.

Please click the button below to return to the Online Accommodation System, or you may sign out using the button above.

[Return to My Accommodation Hub](#)



ROYAL
HOLLOWAY
UNIVERSITY
OF LONDON