



# Student Booking Policy

## Introduction

The aim of this policy is to provide guidance on the types of bookings we have at Derwent Students and how we assess these bookings.

## Types of Bookings

There are three types of bookings, these are Book Now, Create Application and University Bookings.

**Book Now** - The majority of our bookings will be directly through our online system as this is the quickest way to book accommodation with us. When you complete your application online via our Book Now option, our system will automatically offer you a room depending on what your preferred choices are. This type of booking allows you to view your Tenancy Agreement and pay a deposit instantly.

**Create Application** – This option is used if you are looking to live with a group of friends or have a special requirement that you wish to tell us about. It is also used for our agent bookings and summer bookings. Once you have completed your application, our property teams will offer you a room based on your preferences.

**University Bookings** – Some of our accommodation is offered through the University such as Raleigh Park in Nottingham and All Saints Green in Norwich. Once the University has confirmed your offer, we will be in touch with you in order to complete your booking.

## How will you assess my booking?

We will be unable to accept your application if any of the following apply:-

- You are not in full time education
- You are currently in breach of an existing tenancy agreement for any reason
- There is no suitable room available that meets your requirements

Our accommodation is an adult environment, where most tenants are aged over 18. If you will be under 18 at the tenancy start date then please contact the relevant site direct before booking to ensure that we are able to accept your application.

We will endeavour, though cannot guarantee to meet all requirements. If we cannot offer your preferred choice we will contact you with an alternative room or ask if you wish to be placed on

a waiting list. For any University bookings, please note that the Booking Policy of that particular university will take precedence over this policy.

## **Disability and Special Requirements**

We will make every effort to meet the needs of students with disabilities or special needs. If you have a medical condition/special need that affects your accommodation requirement please let us know in the additional notes section when you complete your application. Applicants are encouraged to disclose any special requirements (medical, religious etc.) to enable us to provide you with the right room for your particular needs.

## **Equality and Diversity: Equal Opportunities Policy**

We are committed to promoting Equal Opportunities in the provision of accommodation regardless of race, colour, nationality, ethnic and national origin, religious belief, age, gender, marital status or sexual orientation.

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