

Room Move Policy

If you wish to change rooms during your Period of Residence you will need to submit a written request in accordance with this Room Move Policy.

a) Requesting a Room Move

- i. Room moves will not be considered until mid-October, unless it is deemed there are exceptional circumstances.
- ii. Room moves will only be considered if you have completed the Room Move Request form. Enquiries over the phone, via email or in person will not be considered as formal requests. A copy of the form can be requested from the Accommodation Team; completed copies must be returned electronically to accommodation@yorks.ac.uk.

b) Room Move Offers

- i. Room moves are subject to availability. You can specify three preferred room move locations on your request forms, but we cannot guarantee that we will be able to meet these preferences. If a suitable room is unavailable, you will be offered a room in an alternative location if possible.
- ii. Requests will be responded to within 2 working days; the outcome of your request will be sent to your University email address.
- iii. The Accommodation Services Manager reserves the right to refuse a room move if there are any outstanding accommodation fees or if it is deemed that it would not be in the best interest of the University or the immediate community.

c) Accepting a Room Move

- i. You are required to respond to your room move offer within 24 hours of receiving the offer email. A written response must be sent via email to accommodation@yorks.ac.uk.
- ii. If you fail to respond to the offer within the given time frame, we will assume the room move is no longer required and the request will be cancelled.
- iii. An administration fee of £30 will be payable for facilitating a room move. This will be added to your Accommodation account upon receiving confirmation of your room move acceptance.

d) Moving to Your New Room

- i. Once you have accepted your room move offer the Accommodation Team will specify the date(s) on which you are required to move; this will include a date on which you can collect your new key and a date your original key must be returned by. If you have reason to believe the date(s) specified will not be feasible you must give the Accommodation Team at least 24hrs notice and a new date will be given to you.
- ii. Keys will only be issued if a valid York St John ID card is presented at the time of collection.

- iii. If you fail to collect your keys on the date specified we will assume the room move is no longer required; the request will be cancelled and the £30 fee will be forfeited.
- iv. Additional charges may be issued at the discretion of the Accommodation Services Manager if you fail to return the keys to your original room on the date specified.
- v. You are expected to leave your original room in a reasonable condition. If the room is found to be in an unacceptable state, damage charges may be issued at the discretion of the Accommodation Services Manager.
- vi. If you move to a higher- or lower- priced room, your Accommodation Fees will be adjusted accordingly.