

# FAQs

## Making a booking.

### Can I view a room before making a booking?

Yes, you can book an appointment to view by contacting Staff on 01-9059900 or [dublin@host-students.com](mailto:dublin@host-students.com). Overseas students can do a video call viewing.

### How do I make a booking?

To book your room at Point Campus click “Book Now” on the website, this will bring you to the online booking portal. Please note all bookings must be completed online only.

### Where does Host have accommodation?

We are based in major university cities and towns across the UK and Europe. To view our locations check out the [locations page](#) on the website.

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## Moving in.

### Can I live with my friends?

We can try and house you together, but we can't hold rooms, so you and your friends must all apply at the same time in order for us to try and place you in the same Cluster. Please note that we cannot guarantee allocations or preferences.

### Can I live at Point Campus for more than one year?

Yes, you can stay at Point Campus throughout your studies. Bookings are taken on a first-come-first-served basis, so be sure to re-book as soon as possible.

### Can I cancel my contract before I move in?

If you cancel your contract before the contract begins you will be subject to our [cancellation terms and charges](#). Cancellations will only be accepted upon receipt of a completed cancellation form. To request a form, please contact the management team at Point Campus on 01-9059900 or [dublin@host-students.com](mailto:dublin@host-students.com) or call into the office.

### Can I cancel my contract and move out early?

Yes, however you will still be liable for the full cost of fees. To assign your License You must find someone willing to take over your contract in full.

### If I move out early, what will happen?

Nothing, however you are still obliged to pay your fees in full unless you have assigned your contract.

### **What do I need to bring with me on arrival?**

Please make sure that you bring your Host Booking Confirmation email, some form of photographic ID and your Host Boarding Pass (available to download/screenshot once you have completed your online induction). If you have been asked to bring any additional items when making your booking, make sure you have them with you as you will need to produce them before your keys will be issued.

### **Is there somewhere to park when I am unpacking?**

Yes, we have a small number of temporary on site parking spaces – subject to availability, alternatively there is a Euro Car Park at Point Square less than 200m walk from the building.

### **Will there be someone to collect my keys from?**

At the start of contract, we have extended opening hours and you are advised to arrive when the office is open. However, if you arrive when the office is closed, instructions outside the office will advise you how to contact the member of staff on duty. Point Campus has staff on-site 24 hours a day.

### **What happens on move-in day?**

You will be welcomed on arrival by a member of staff. You will be asked to provide any necessary documents. Once the paperwork is complete, you will be issued with your key and fob.

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## **Living at Point Campus.**

### **What if I am not happy with my allocated flatmates?**

We hope that you forge meaningful relationships with many different people during your time at Point Campus. However, should you become unhappy, we encourage you to talk to your flatmates and look for mutually agreeable solutions together. Remember that moving to university can be a challenging time, and that initial teething problems are usually ameliorated within the first few weeks. Please speak to management if you have any unresolved problems.

### **Will I be able to change rooms after I have arrived?**

Although management reserves the right to reallocate occupants to different rooms, it is not usually possible to change rooms after you have arrived. All rooms are allocated on a 41, 43 or 51 week contract, and unless another resident also requests a room swap, we are generally unable to change your room.

### **Can I move in before my contract starts?**

This depends on your circumstances and the availability of your room at that time. We recommend contacting Point Campus staff directly to enquire.

### **What cooking equipment is provided in the kitchens?**

Our kitchens are set up and ready for you to use, with modern conveniences like microwave, kettle, toaster, hob and oven supplied. Shared utensils such as cutlery, crockery and glasses are not included.

### **Anything else?**

Hoovers and irons are also provided.

### **Can I get bedding supplied?**

Point Campus provides a mattress and a mattress protector; however additional bedding is not supplied. Either bring your own, or purchase a bedding pack from UniKitOut prior to arrival. Quote HOST10 to receive a 10% discount.

### **What broadband packages are there?**

A high speed WIFI connection is provided to every room at Point Campus free of charge. Our provider also offers residents additional add-ons for TV, gaming and back-up. All residents wishing to use the internet services must sign up to the terms and conditions of use.

### **How do I connect to the internet?**

This information will be provided to you on your arrival.

### **Is a TV provided?**

Only our "Plus" rooms include a Smart TV in the bedrooms, however all of the living/dining areas of the cluster rooms feature a Smart TV.

### **What TV channels are available?**

Point Campus has a selection of TV Channels available on Saor View.

### **Can I park on-site?**

No, unfortunately we do not have space for student cars on site.

### **Where can I store my bike?**

Bike Storage is available on the lower ground floors in each building. Bikes are not allowed in the rooms.

### **Is there always a member of staff on site?**

Yes, we have staff on site 24 hours a day.

### **What are the Management Office opening hours?**

Monday – Friday 9am to 5pm.

### **What about security?**

Our entrance and exits are accessed by your key fob to ensure maximum security. We have CCTV monitoring the common areas of the buildings and we also have staff at night conducting regular patrols of the building.

### **How do I report maintenance issues?**

On arrival you will be shown our Host maintenance portal where you may log any maintenance issues.

### **What happens once a maintenance issue is reported?**

A member of the Facilities team will contact you to arrange access to your room to carry out repairs.

### **How do I report emergency maintenance overnight or at weekends?**

If you have a maintenance problem that needs urgent assistance when the management office is closed you should contact the out of hours telephone number. The phone number is provided within your welcome information and notice boards within your block. The caretaker will respond to your problem and do whatever is possible to resolve the issue, but it may not always be possible to complete the repair out of office hours.

### **Where can I do my laundry?**

In our on site laundry rooms located in the basement of each building.

### **Where can I collect my post?**

Mail is delivered to our post room in the Tolka Reception, once we receive it we will scan it and you will be notified by email of its arrival and how to collect it.

### **Who is responsible for cleaning my room?**

It is the resident's own responsibility to clean their rooms and they share responsibility for the communal area of the flat. Management staff will conduct monthly inspections and you are expected to ensure that your room and flat is clean on these days. Failure to meet the required cleanliness standards will result in external cleaning contractors being brought in, the cost of which will be passed onto the resident(s). At the end of the tenancy the bedroom and flat must be returned in a good, clean condition to avoid cleaning charges, again it is the responsibility of all residents to ensure the kitchen and lounge are clean. The block stairways are regularly cleaned by Point Campus staff.

### **Can I smoke at Point Campus?**

There are designated outdoor areas for smoking, please remember to dispose of your cigarette butts safely.

### **Can I decorate my room?**

You are responsible for ensuring that you leave your room and flat in the same condition that it was given to you. You will be asked to complete and return an inventory to record the condition of your room upon arrival. Marks on the walls or furniture, including those caused by blu-tac, white-tac or pins will require painting once you have left and you may be charged in line with our advertised schedule of charges.

### **Can I have guests to stay?**

Occasional overnight guests are permitted provided your flatmates agree. All overnight guests must be signed in at reception for safety, security and so that staff know who is on site in the event of an emergency. You must accompany your guests at all times whilst they are on site and you are responsible for their behaviour.

### **Are there any guest rooms on site that I can book?**

No, Point Campus does not have guest rooms.

### **Can my visitors park on-site?**

No, we only allow parking on site for emergencies and temporary drop off of items eg food, laundry.

### **Can visitors just walk in?**

Our accommodation has secure fob only access at the main entrances to ensure that only residents have access to the site. Visitors will need to contact reception or yourself to gain access. All visitors should be signed in at reception, this is for reasons of safety, security and to ensure that in the event of an emergency, management know who is on site. Visitors must be accompanied by residents at all times whilst on site.

### **Can I bring a pet?**

No unfortunately your pets are not allowed.

### **What if I have a complaint?**

We hope that you never have any reason to be dissatisfied with the service we provide you. However, if you have any issues that you would like to bring up with us please contact a member of staff in your management office who will endeavor to resolve the problem for you.

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## **Finances.**

### **Do I pay a deposit?**

No, your initial booking fee of €300 is deducted from the overall cost of your stay.

### **What are the payment options?**

Payment must be paid online via your Starrez portal or you can pay to our bank account via bank transfer.

### **I do not live in Ireland – how can I pay my occupancy fees / licence fees?**

Fees may be paid through the Host portal. If you do not live in Ireland and do not have an Irish Guarantor the your fees must be paid in full before you arrive.

### **Do I need a Guarantor?**

Yes, if you live in Ireland and wish to pay in installments then you must have an Irish Guarantor.

### **Can I pay my occupancy fees / licence fee with my student loan?**

Please note payments need to be made by the due dates – we are unable to wait in line with student loan dates.

### **What should I do if I am having financial problems?**

Financial problems should be communicated with Staff as soon as possible through email at [dublin@host-students.com](mailto:dublin@host-students.com)

### **What if I change my bank account or card details?**

You do not need to take any action here, as Host do not store bank account or credit/debit card details within their systems. Simply log in to your account the next time your rent is due, and clear the balance using your new credit/debit card.

### **Can I pay with foreign currency or Traveller's Cheques?**

Point Campus cannot accept foreign currency or traveller's cheques as payment. The safest and simplest way for international students to make a payment is by the online housing portal or bank transfer.

### **How can I find out how much I owe?**

Your Host account will show the balance of remaining fees.

### **What if I don't pay?**

As you are entering into a License Agreement the fees must be paid in full. Failure to pay will result in the cancellation of your contract. This will also be referred to the Residential Tenancies Board for adjudication.

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## **Bills.**

### **Do I have to pay any utility bills?**

Our rents are all inclusive, so residents don't have to worry about paying any bills.

### **Is there a charge for the internet?**

No, your high speed WIFI (up to 100MB) is included in the price.

### **How do I make an insurance claim?**

Contents insurance is automatically included with your rent. Host is working in partnership with Cover4insurance.com and their student insurance, Cover4Students, to provide some cover for the contents inside your room. You don't need to do anything to activate this cover, but it is important for you to check and ensure that you fully understand the protection provided and whether it is sufficient for your needs.

Visit [cover4insurance.com](https://cover4insurance.com) to:

- Check your level of cover
- Review key exclusions and limitations
- Check your policy excess
- Learn how to make a claim
- Extend and personalise your cover to protect additional items such as bicycles, musical instruments and photographic equipment

Should you wish to make an insurance claim, you will need to contact the insurance company directly.

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## **Moving out.**

### **What do I need to do before I move out?**

You are expected to ensure that your room and flat are returned at the end of your contract in good condition. You must make sure that all areas within the flat are cleaned thoroughly and that all rubbish and unwanted items are removed from the flat to avoid any charges being incurred. Damage to the flat or missing items will be charged for in accordance with the publicised charges in reception. You must ensure that all outstanding invoices are settled prior to your departure. A final room and bedroom check will be completed at the end of the tenancy once the student has moved out and you will be notified and invoiced for any damages.

#### **How do I return my keys?**

During office hours, they should be returned to the management office. If you move out when the office is closed, you should put your keys in an envelope with your name and room number clearly marked on it and return them to the member of staff on duty.

#### **Will I get a deposit returned to me?**

Point Campus does not take deposits. All damages will be invoiced after your departure.

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## **Equality and diversity.**

We do not treat any person or group of persons applying for accommodation less favourably because of their race, colour, ethnic or national origin, gender, disability, appearance, age, marital status, sexual orientation or social status.