

The Housing Hub: Frequently Asked Questions- Students

Ques: What's the guarantee that I will get a room when I book?

Answer: You are guaranteed accommodation when you make your deposit or pay the booking fee. Once your booking is accepted, you will receive a payment link in your account. Make sure to pay at your quickest convenience as the link expires after 48 hours and the reservation is moved to another person. Once you pay, you will receive a receipt and reference number which you can use upon moving into the house.

Ques: What if I pay and decide I no longer want the house, will I get a refund?

Answer: Booking fees are non-refundable. Kindly refer to our User Terms and Conditions here. Rental payments made through our portal are subject to penalty or cancellation fees that range between 10-30%.Kindly engage your agent or property manager to understand their Rent Policy.

Ques: Can I book for my friends?

Answer: Absolutely. You can book for your friends using the Group Booking function available during the booking procedure. Just make sure all your friends are registered or have accounts so that you can tag them on the booking.

Ques: Do I have to pay to book?

Answer: There is no payment for viewing and booking a property. All that is for free. You will be required to pay only if your booking has been successful.

Ques: How long do I have to wait to get my response and how will the response come?

Answer: Booking feedback comes between 24-48 hours .If any longer kindly get in touch with us immediately .n email with the status of your booking will be sent to your address .So kindly make sure the email address you use to register your account is the correct one.