Payment Guidelines
2017/2018
From the Finance Division

www.lancaster.ac.uk
When are my payments due?

**UNDERGRADUATES**

<table>
<thead>
<tr>
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<th>1</th>
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<tbody>
<tr>
<td><strong>Tuition Fees</strong></td>
<td>06-Oct-17</td>
<td>12-Jan-18</td>
</tr>
<tr>
<td>UK &amp; EU Amount Due</td>
<td>1/2</td>
<td>1/2</td>
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<tr>
<td>Overseas Amount Due</td>
<td>06-Oct-17</td>
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<td><strong>Accommodation Fees</strong></td>
<td>06-Oct-17</td>
<td>12-Jan-18</td>
</tr>
<tr>
<td>40 week Lets Amount Due</td>
<td>Please see your invoice for details</td>
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**POSTGRADUATES**

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**Other Invoices**

All other invoices not covered above are due within 15 days from the date of the invoice, unless specified otherwise.

Check your financial account and receive alerts from your iPhone / iPad / iPod Touch, Android phone or other mobile devices (web-based version) by downloading the free application **iLancaster** from your marketplace.

You may view your unpaid invoices or unmatched transactions and make payments online at any time of day using the Web Payments facility at:

https://www.lancaster.ac.uk/online-payments.

Once registered you can easily check when your next payment is due.
What if I am unable to pay my invoice/instalment by the due date?

If you can't make the payment date for ANY amount owed to Lancaster University please contact credit control immediately.

TUITION FEES
All queries relating to payment of Tuition Fees should be directed to the Credit Control Office where staff will discuss the options available to you or direct you to the relevant person for further guidance where appropriate.

IMPORTANT: Your studies may be suspended if tuition debts remain unpaid and you will not be allowed to re-register at the start of the next academic year.

ACCOMMODATION
All queries relating to payment of Accommodation Fees should be directed to your Accommodation Manager who will be able to advise you and will liaise with Credit Control where necessary.

IMPORTANT: Late payment charges will be added to your account if payment is not received by the due date.

OTHER
All queries relating to payment of other invoices should be directed to the Credit Control Office where staff will discuss the options available to you or direct you to the relevant person for further guidance where appropriate.

Please note; you will NOT be allowed to take part in the graduation ceremony while ANY debt is outstanding to the University. The Rules of the University contain exact procedures for payment of Debts.

If you are encountering unforeseen financial problems and cannot pay anything then The Student Funding section of Student Based Services may be able to offer you advice and other possible sources of funding. Please contact them via The Base or telephone +44 (0)1524 592525 to make an appointment.

Remember: Don't let debt get you down - take action; get help.
Payment Methods

To make a Card payment Online:
http://www.lancaster.ac.uk/online-payments/

To pay with a Card over the Phone:
Tel: +44 (0)1524 593316  or  592048

To make a UK Bank Transfer:
Bank Name: Barclays Bank
Account Name: Lancaster University
Account No: 40981516, Sort Code: 20-55-34
IBAN: GB 74 BARC 2055 3440 9815 16
BIC: BARC GB 22
Please quote student/ application ID and invoice number (if known) as your reference

To make an International Bank Transfer via Western Union
Lancaster University has partnered with Western Union to allow students, their families or their sponsors the opportunity to securely send international wire transfers for payment of tuition and/or accommodation fees in their local currency. For more details and to obtain a quote please follow the link below.
http://www.lancaster.ac.uk/online-payments/international-bank-transfer

To pay by Cash, Cheque or Bankers Draft:
Send to or visit the Cashiers Office, A Floor, University House.
(full address below)

CONTACT DETAILS

Cashiers Office
A Floor, University House
Email: cashiers@lancaster.ac.uk
Tel: +44 (0)1524 593316  or  592048
Opening Hours: Mon - Fri, 9am to 4.30pm

Credit Control
Email: creditcontrol@lancaster.ac.uk
Tel: +44 (0)1524 595242 or 592051

Accommodation Managers
Tel: +44 (0)1524 65201 and ask for your college

FINANCE DIVISION, UNIVERSITY HOUSE,
LANCASTER UNIVERSITY, BAILRIGG,
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