



MANSION STUDENT

ARREARS POLICY

The Mansion Group is dedicated to providing the best possible service to our customers with clear and transparent rental agreements and payment schedules.

Please ensure that yourself and your Guarantor (where applicable) are comfortable with the payments that you are committing to before proceeding with your reservation.

It is important that you keep up to date with your agreed payment schedule.

Debt collection may be passed to an external debt collection agency which could affect your credit rating. Debt cases may be taken to Court leading to CCJs (County Court Judgments).

Should you get into any financial difficulty whilst staying with us, please do not suffer in silence. Visit a member of your Hospitality Team who can provide advice based on your current situation or, alternatively, contact your University welfare officer who will be able to offer further advice. In extreme cases, you may be eligible for a University hardship loan.