

## FREQUENTLY ASKED QUESTIONS

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# TRENDYSTUDENTLIVING

## APPLICATIONS FAQ

**Q: How do I view a room or book a tour?**

A: Meet our friendly CampusKey team whilst taking a tour of our Buildings, facilities and everything we have to offer. We'd love to show you around our beautiful properties! Viewings are by appointment only, so please contact us on 0861-STUDENT, select your desired campus, and schedule a viewing, or visit our website for a detailed description of our campuses, rooms, facilities and our vibrant student community.

**Q: What is included in the room price?**

A: CampusKey provides an all-inclusive service. The following are all included in the room price:

- All utility bills (water, lights and electricity);
- Free weekly events
- Vibrant and collaborative student community;
- Free Wi-Fi per month;
- Fully furnished, private non-sharing room;
- Private or shared kitchen;
- En-suite or shared bathroom with shower;
- Biometric access;
- Communal kitchen in the clubhouse area;
- State-of-the-art Gym;
- Clubhouse with TV & DSTV;
- Group study areas;
- Secure bicycle storage;
- Braai & social areas;
- Laundry Facilities;
- Secure parking in selected rooms
- Secure accommodation close to campus;
- 24/7 Personalised hands-on management
- Landscaped gardens;

**Q: What is a Platinum room?**

A: We have designed our Platinum rooms to be the most spacious and luxurious rooms with the best views. The Platinum room price includes, in addition to everything that our standard room prices includes, the following extras:

- Uncapped Wi-Fi;
- Secure parking;
- Free washing and drying tokens;
- Weekly cleaning of your room;
- DSTV.

Look out for these rooms when applying as they go fast!

**Q: Can I choose a specific room and what room types are available?**

A: You can choose a room type, however you cannot choose your specific room number. We have various room types to suit your needs. All our rooms are private and non-sharing; however, you can choose to share nothing or share a kitchen, and/or a bathroom between 2 to 10 students. See our website for full details. We offer the following room types:

- The Independent – shares nothing. You have an en-suite bathroom and own private kitchen.
- The Explorer – shares a kitchen. You have an en-suite bathroom, but share a kitchen between 2 or 4 people.
- The Socializer – shares a kitchen and bathroom. You have a private room, but share a kitchen and a bathroom between 2 to 10 people.

**Q: Can I choose a specific building?**

A: Yes, however we cannot assure you your chosen building, it is dependent on the availability of the room type you have selected.

**Q: Can I choose my friend as my neighbour in The Explorer or The Socializer Room Types?**

A: Yes. You may pick a buddy. All bedrooms are non-sharing, however there are rooms that share a kitchen and/or bathroom and for those rooms you can choose your neighbour.

**Q: How do I apply?**

A: Apply online through our website [www.campuskey.co.za](http://www.campuskey.co.za). Follow the online prompts. If you have any difficulty, please do not hesitate to contact us on 0861-STUDENT. You may find our detailed 'how to apply online' step by step guide under our FAQ section on our website.

**Q: How do I know my application has been received?**

A: You will receive an instant e-mail notification that will confirm your application.

**Q: How do I know a room has been allocated to me?**

A: Your friendly CampusKey team will inform you via e-mail of your room number, together with the Service and Residence Agreement which you will need to sign.

Once the Resident has signed the Service and Resident Agreement, paid the admin fee, deposit and first installment of the SRA Fee and the Guarantor has signed their SRA, your room will be secured for you.

**Q: Is there parking available?**

A: Yes, we have basement parking bays available at some of our buildings and undercover and open parking bays available at all our buildings. We allocate our parkings on a first come first serve basis therefore book early to secure your parking. Our Platinum rooms already have a parking bay allocated to it.

Parking is payable for the year in advance. You can select your parking during online application.

## APPLICATIONS FAQ

**Q: What happens when I decide to cancel my application?**

A: You may cancel your application at any time. Please view our Cancellation Policy on our website for further detail. You will find it under the FAQ section in our Service and Residence Agreement.

# HOW TO APPLY STEP BY STEP GUIDE

We are excited that you want to book your stay at CampusKey, great choice! Start your online application process by following these easy steps.

## CHOOSE YOUR ROOM

Visit our website and choose your:

- Campus
- Preferred building
- Click on the **APPLY NOW** button to be re-directed to our secure online booking system

## COMPLETE YOUR BOOKING ONLINE

- Enter your Security Code that you received via email
- Follow the prompts to complete the following sections

Personal information

Add-ons

Room choice

Booking summary

## PAY DEPOSIT AND ADMIN FEE

Pay the following fees due online via EFT or credit card to complete your application:

- Admin Fee (non-refundable)
- Deposit (refundable)

**PLEASE NOTE** that your application will only be secured once we receive the admin fee and deposit. Please email your proof of payment to CampusKey.

## CREATE YOUR STUDENT PORTAL

- Receive your 'Room Offer' email
- Click on the link to create your online Student Portal Login

## SIGN THE RESIDENT SRA AGREEMENT ONLINE

Sign your Service and Residence Agreement online on your Student Portal by following the prompts and ticking the relevant boxes.

Address

Guarantor

Online Agreement

**PLEASE NOTE** that you will need to sign your Agreement within 7 business days of receiving your 'Room Offer' email. Otherwise we will assume that you are no longer interested in staying with CampusKey.

## PAY 1ST INSTALMENT SRA FEE

Pay your first instalment of your SRA Fee due online through your Student Portal or EFT to secure your room by following the prompts on your Student Portal. Please email your proof of payment to CampusKey.

Banking details

Payment

## YOUR GUARANTOR/PARENT MUST CREATE A GUARANTOR PORTAL ONLINE AND ACCEPT THE SRA

- Your elected guarantor will receive a 'Guarantor' email
- Your guarantor must click on the link to create a online Guarantor Portal Login
- Your guarantor must complete the steps and sign the Service and Residence Agreement online by ticking the relevant boxes

**PLEASE NOTE** that your room will only be secured once we have received all of the following:

- Admin fee (due upon application)
- Deposit (due upon application)
- First instalment of your SRA Fee (due on signature of the Service and Residence Agreement)
- Signed Resident SRA Agreement (due within 7 business days of receiving your Room Allocation email)
- Signed Guarantor SRA Agreement (due within 7 business days of receiving the Room Allocation email)

## PAYMENTS FAQ

**Q: What fees are payable with my application?**

A: The following fees are payable upon submitting your online application:

- Administration fee (non-refundable)
- Deposit

To view your campus specific Administration Fee, visit our website and select your Campus.

**Q: What fees are payable before I occupy my room?**

A: Your 1st Payment of your Service and Residency Fee (SRA Fee) and Deposit is payable before you occupy your room.

**Q: What other services can I apply for together with applying for my room?**

A: CampusKey offers various extras to book together with your room when applying online.

Our extras include:

- Parking
- DSTV Hotel Bouquet
- Additional Wi-Fi

## CHECK-IN FAQ

**Q: When can I Check-in?**

A: Your specific Check-in date will be shown on the website and on your Student Portal however, it will be sometime during January.

**Q: How do I book my Check-in appointment and why is it important?**

A: You will be reminded by email to book your Check-in date on your Student Portal before arrival. You can access your Student Portal through our website.

It is very important to book your Check-in appointment so that we can assist you on the day of your arrival and ensure you have a welcoming experience.

**Q: How do I access the building and my room?**

A: Your finger will be scanned at the beginning of Your Stay to allow you biometric access to your campus building, pedestrian gates and your room.

**Q: What is included in my room?**

A: We offer fully-furnished rooms so that you can just move in. Our rooms differ slightly with what is included, however all rooms include: To see a detailed description of what is included in your specific room, please visit our website, select your Campus and scroll to the Rooms and Prices section.

## FACILITIES FAQ

**Q: Is Wi-Fi available?**

A: Yes! Each student receives free Wi-Fi per month, depending on their room type, because we know how important being connected and submitting those online tests are. We provide internet throughout the whole building, the rooms and the communal areas.

**Q: How do I buy additional Wi-Fi vouchers?**

A: Additional vouchers can be bought through the CampusKey Wi-Fi portal 24/7 or at your CampusKey Reception during office hours.

**Q: What about my courier deliveries?**

A: We love receiving and keeping your packages safe for you. You may have your packages delivered to the CampusKey office. Your friendly Front of House will notify you when your package has arrived.

**Q: Will I have a TV in my room?**

A: All Independent One Bed and Explorer room types have a LED TV in their room. To see a detailed description of what is included in your specific room, please visit our website.

**Q: Which DSTV channels are included in the DSTV Hotel Bouquet Package and can I subscribe for DSTV?**

A: Yes, you can subscribe for a DSTV hotel bouquet package at any time during your stay at an additional cost, however it will be for the whole year ahead. Selected rooms already have the DSTV Hotel Bouquet included in the room price, look out for the DSTV icon when applying for your room. The following channels are included in the bouquet (channels may differ slightly per campus):

M-Net	SuperSport 3
M-Net Movies Premiere	SABC 1, 2, 3 and e.tv (however they are always available for free on your TV)
M-Net Movies Comedy	
M-Net Movies Romance	
M-Net Movies Action	
M-Net Movies Action Plus	
M-Net Movies Family	
SuperSport 1	
SuperSport 2	

**Q: Is there a gym?**

A: Yes, all CampusKey students have access to a private, fully equipped, on-site gym which is open 24/7 so that they can keep their body healthy and happy. Healthy body, healthy mind!

**Q: Where do I store my bicycle?**

A: We are bicycle friendly! Bicycles can be stored in the secure biometric access bicycle shed provided at each campus.

**Q: Does CampusKey offer on-site laundry facilities?**

A: CampusKey has on-site self-help laundry facilities on each campus, operated by pre-paid washer and dryer tokens.

**Q: Is there storage space for my bags or suitcases in my room?**

A: Yes. There is storage space in your room, under your bed and on top of your wardrobe.

**Q: Will my room be cleaned?**

A: Our Platinum Room Types include weekly cleaning of their rooms, however some of the campuses include cleaning in their other room types as well. Please refer to our website for specific detail as to what is included in each room type. For the other rooms, the students are responsible for cleaning their individual rooms.

**Q: Does CampusKey provide me with meals?**

A: No, CampusKey does not provide meals to students. However, our students have the facilities and choice to cook either in their own room, or together with friends and fellow students in the shared kitchens.

## LIVING AT CAMPUSKEY FAQ

### Q: What does it mean to be part of CampusKey?

A: By staying at CampusKey you become part of a vibrant and collaborative student community! Make friends easily, join a study group or quickly organize a touchies game! It also means that you have access to all the facilities at all our CampusKey buildings, countrywide! That's right, you may gym at any of our buildings, or attend any campuses events, countrywide. Connect with more than 3,700 students countrywide, join our growing student community!

### Q: Does CampusKey hold events?

A: Yes. CampusKey holds weekly events so that our students can get to know and connect with the awesome students they live with. That's what being part of a collaborative and vibrant student community is all about! Every now and then we go all out! Look out for those earth-shaking events!

### Q: How do I keep up to date with news and events?

A: By staying at CampusKey you become part of a vibrant student community. Each CampusKey campus has their own private Facebook Group which is only for CampusKey students. Everything is communicated on this Facebook Group, from the weekly events to important notices. The students can communicate with each other on the group, and with the friendly CampusKey Team. The student will be invited to join the Facebook Group once the Service and Residence Agreement has been signed and paid.

Parents and prospective students can visit our website for the latest news and what is trending at CampusKey.

### Q: How do I report maintenance issues?

A: We don't want anything to make your stay less than amazing. Therefore, please report any maintenance issue in your room or in any communal area to the CampusKey team as soon as possible. We have an on-site maintenance team ready to fix any problem you have. You may report maintenance using the following channels:

- Log your request online using your Student Portal

Please remember to state your room number, your maintenance request, a time and date which will suit you the best and whether the team may enter your room should you not be there.

### Q: What is the Call-us-anytime number for?

A: CampusKey offers 24/7 hands on personalized management so that our students are always safe, happy and well taken care of. The Call-us-anytime number is a number that our students can dial 24/7. They can call us for anything, anytime, for example (but not limited to):

- Reporting urgent maintenance issues;
- Letting us know when any other students are not adhering to the No-Noise policy after 22:00;
- Reporting that another student has parked on their parking bay;
- Reporting any security breaches;
- Reporting a crime or any other emergency.

<b>Bloemfontein</b>	<b>079 410 5719</b>
<b>Cape Town</b>	<b>081 820 2287</b>
<b>Port Elizabeth</b>	<b>079 407 3787</b>
<b>Potchefstroom</b>	<b>082 533 9577</b>
<b>Pretoria</b>	<b>079 410 6093</b>
<b>Stellenbosch</b>	<b>079 922 7197</b>
<b>Emergency SOS</b>	<b>0861 911 912</b>

### Q: Are there house rules?

A: Yes, we call it the CampusKey Student Community Guidelines. We care about the harmony of our student community, and we are serious about creating a vibrant, supportive and collaborative student environment. You may download the CampusKey Student Community Guidelines on our website.

### Q: Are there rules regarding noise?

A: Yes, CampusKey has a no noise policy between 22:00 and 08:00 to ensure our students are well rested and have sufficient time to study in peace. The rule is stipulated in our CampusKey Community Guidelines which can be downloaded from our website on our FAQ page. Our quiet times may differ during exam times.

### Q: May I invite friends over?

A: Yes, you are most welcome to invite your friends over, but remember that you are responsible for them and they must adhere to the CampusKey Student Community Guidelines. Your friends or family may not sleep over and no one can stay or sleep over in your room when you are not there.

## LIVING AT CAMPUSKEY FAQ

**Q: Why is there mid-year maintenance and is it compulsory?**

A: We care about the conditions you live in and want to provide you with the best service possible. Therefore, CampusKey has identified the June/July break as a good time to go through all the rooms to make sure that the rooms are in mint condition. We fix what needs to be fixed so that our students can return to a good as new room after their well-deserved break. The inspections are compulsory and is included in our Terms and Conditions which can be viewed on our website.

**Q: Do I need to move out during the June/July recess?**

A: No you do not need to move out during the June/July recess. CampusKey is open from Check-In (during January) to Check-out (during December).

**Q: Do I need to move out after the Check-out date in December?**

A: If you are a rebooker and you are staying on in your same room, you can leave certain items in the room. Please ensure you take all your valuables with you.

If you are a rebooker and you are moving to a different room the following year, you need to move all of your belongings. CampusKey does have a short stay option available at an additional cost.

## CHECK-OUT FAQ

**Q: When do I need to Check-out?**

A: Your specific Check-out date will be stipulated on your Student Portal however, it will be sometime during December. All students will be required to vacate their rooms before or on this date.

**Q: How do I schedule a Check-out inspection?**

A: You must schedule a Check-out inspection appointment with your CampusKey team before you vacate your room and no later than the Check-out date.

Schedule your Check-out appointment by booking it online on your Student Portal.

**Q: Why do I need to attend a Check-out inspection?**

A: It is important to attend your Check-out inspection because it will determine your deposit refund. You may make your room beautiful during the year, but at the end of the year we need to bring the room back to the same condition it was before you moved in, and that cost will be deducted from your deposit.

**Q: When will my Deposit be refunded?**

A: Your deposit will be refunded within 21 business days from the end of Your Stay, provided the conditions set out in the Deposit Refund Policy have been met. The Deposit Refund Policy can be viewed on our website.