

## Accommodation Services

## Refund request

To request a refund, please give your personal details below, and tell us how you made your original payment. Please note that **we can only send the refund back to the debit/credit card and/or bank account from which the payment was originally made**. If your original payment method is no longer available, please use the relevant section below to provide further information.

### Your details

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Full name

Student number

Email address

Phone number

Reasons for refund

Date

Signature

### How did you originally pay?

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 **I originally made payment by debit/credit card Online**

A refund will be made directly to the card which was used to make the payment.

 **I originally paid by Direct Debit from a UK bank account**

A refund will be made directly to the bank account we have on our system.

 **I originally paid by Convera or Flywire**

A refund will be made directly to the account used to make the payment.

 **I no longer have access to my original payment method**

Please provide details below of why your original payment method is no longer available for the refund. We also ask that you include evidence of the original payment you made, and full current banking details of the person who made the payment.

 **Other**

Please attach proof of payment and provide us with full banking details of the person who made the payment. Please note this refund can only be made through a bank transfer.

Please return the completed form to: [accommodation.finance@newcastle.ac.uk](mailto:accommodation.finance@newcastle.ac.uk)