

Apartments on William – General Terms & Conditions

1. Eligibility

- Only registered students at South African tertiary institutions are eligible to apply.
- Proof of acceptance or provisional acceptance into a university or college must be provided.
- NSFAS-funded students must be approved prior to occupation. If not yet approved, applicants may register as private-paying students and switch once funding is confirmed.
- Bursary letter (previous academic year letter I conditionally accepted if current year's letter has not yet been received to book a room)
- The current year bursary letter will be required before occupation.

2. Application Process

- Room allocation is on a first come, first served basis.
- All applications must be submitted online via the designated portal.
- On-site support is available, but no in-person applications will be accepted.
- Required documentation must be uploaded as part of the application process.

3. Booking Security Fee

- A booking security fee of R1500 is payable upon application.
- Payment of the booking security fee does not secure accommodation. Only a signed lease agreement secures a room.
- The Booking Security Fee will be converted into a credit on your account, ***applicable to NSFAS students only.***
- The security booking fee is non-refundable unless converted into credit as per above.
- Should you not take occupation of your room by your selected arrival date, your room will be unallocated, and your booking security fee will be forfeited

4. Payments Prior to Occupation

- Before moving in, applicants must pay:
 - The booking security fee; and
 - The first month's rent or applicable shortfall.
 - *International students - Full upfront payment* of accommodation fees for the 10-month lease period is required.
- Thereafter, rent is due on or before the 1st of each month.

5. Pre-Move-In Requirements

Applicants must complete the following prior to occupation:

- Submit a completed application.
- Pay the booking fee via the secure online platform.
- Sign the lease agreement to secure your room for the academic year ahead.
- Book a move-in date via the application portal.
- Pay the first month's rent or shortfall between what your Bursar or NSFAS covers for accommodation and the current rental rate of your selected room in full.

6. Guests when being dropped off.

- Apartments on William only accommodates registered students.
- When moving in external guests, including family or friends, may not stay overnight.

7. Refunds

- Refunds may be applied for via the portal after lease expiry or cancellation.
- Required documentation must be uploaded for verification.
- Refunds may take up to 21 working days to process once all relevant documentation has been submitted.

8. Maintenance

- General maintenance is covered by Apartments on William.
- Residents are liable for the cost of damages caused to their unit or shared/common spaces.

9. Documentation Requirements

NSFAS Students

- Student:
 - Copy of ID,
 - student card or acceptance letter.
 - Proof of Funding, NSFAS-funded students must be approved prior to occupation. If not yet approved, applicants may register as private-paying students and switch once funding is confirmed
- Guarantor:
 - Copy of ID

Private/Self-Funded Students

- Student:
 - Copy of ID,
 - student card or acceptance letter.

- Guarantor:
 - Recent payslip (not older than 2 months), or employment letter/contract.
 - Three months' latest bank statements.
 - Commission earners: six months payslips and three months' bank statements.
 - If under debt review: letter from debt counsellor.
 - Self-employed: accountant's letter and six months' business bank statements.
 - Copy of ID

Bursary Students

- Student:
 - Copy of ID.
 - Student card or acceptance letter.
 - Bursary letter (previous academic year letter is conditionally accepted if current year's letter has not yet been received to secure your room)
 - The current year bursary letter will be required on or before occupation.
- Guarantor:
 - Recent payslip (not older than 2 months), or employment letter/contract.
 - Three months' latest bank statements.
 - Commission earners: six months payslips and three months' bank statements.
 - If under debt review: letter from debt counsellor.
 - Self-employed: accountant's letter and six months' business bank statements.
 - Copy of ID

International Students

- International applicants who do not have a South African parent or relative to assist with a local credit check must comply with the international student accommodation policy.
- **Full upfront payment** of accommodation fees for the 10-month lease period is required.
- This ensures:
 - Accommodation is secured for the full duration of the stay.
 - Both the student and Apartments on William are protected throughout the lease period.
- As standard South African credit assessments cannot be performed for international students, the upfront payment simplifies the process and guarantees confirmation of the room.
- Apartments on William is committed to supporting international students through the application and arrival process. Assistance is available for payments and arrival coordination.

10. Cancellations

- If you sign a Lease Agreement but fail to take occupation of your allocated room by your selected arrival date, Apartments on William reserves the right to withdraw the room allocation. The Lease Agreement will remain valid, and the applicable cancellation provisions of the Lease Agreement will apply.
- Should you not take occupation of your room by your selected arrival date, your room will be unallocated, and your booking security fee will be forfeited.

11. Promotional Credits

- Apartments on William may, from time to time, offer promotional credits ("AOW Credits") to qualifying students.
- Promotional credits are allocated monthly over the 10-month lease period and are **not provided as a lump sum**.
- Credits may be applied towards:
 - Laundry tokens.
 - Visitors' overnight stay fees.
 - Utility credits.
 - Rental account payments.
- Credits are non-transferable, have no cash value, and may only be redeemed within the Apartments on William system.
- Apartments on William reserves the right to amend or terminate this offer at its sole discretion for any reason, including but not limited to operational, financial, or regulatory requirements. Any changes will be communicated in advance, and Apartments on William will not be liable for any claims arising from such changes.