

Questions and Answers



Updated 21/02/24

Q. How do I contact the Finance Office?

A. The preferred contact for the Finance Office is to email us on finance@girton.cam.ac.uk. We can also be contacted by telephone on 01223 338974.

Q. How much do I need to pay?

A. Each term you will be issued with a bill for how much you need to pay.

For undergraduate standard charges please see: [Undergraduates Fees and Charges](#)

For postgraduate standard charges please see: [Postgraduate Fees and Charges](#)

You will also need to pay additional charges such as utilities and Uniware charges. These charges will vary for every student.

Q. When do I need to make payments?

A. Information about when you need to pay can be found at: [Paying your bill](#) and will also be on the bottom of your bill.

Q. What payment methods are accepted?

A. The preferred method of payment is bank transfer, but other payment methods are also accepted. Further information can be found at: [Paying your bill](#)

Q. How do I get a receipt for a payment I have made?

A. We do not receipt payments automatically, but we can reply to say we have received money by return email if you send an email to finance@girton.cam.ac.uk

Q. What happens if I am unable to pay my bill before the due date?

A. If you are not able to pay your bill you need to contact your tutor or the Financial Welfare Officer on fwo@girton.cam.ac.uk before the due date to discuss the situation. Depending upon your circumstances they may be able to request that any late charges are withheld. There is a flat rate fine of £50 for late payment and interest is added to bills at base rate plus 10% if they are not paid within ten days of the due date in each term.

Q. What should I do if I have been charged late payment charges on my bill, but I have a genuine reason why I have not paid?

A. Email reminders are sent out before late payments are added. Once a late fee has been added you will need to discuss any problems with your tutor as the Finance Office staff are not authorised to cancel late fees.

Q. I want to query some of the charges on my bill what do I need to do?

A. Please contact the Finance Office as soon you become aware of any discrepancies so that they can explain any charges and investigate any issues.

Q. What is the Security Deposit?

A. This is not just for accommodation and is paid by all students in their first year at the College in three termly instalments.

- It is used to cover the cost of any damage to your room or College property and is used to pay any debts which have yet to be charged to your bill once you have left such as Uniware card charges, library fines etc.
- The remaining amount is refunded within one month of you Graduating or your degree being approved.

Q. When is the Security Deposit refunded?

A. After any debts have been paid the remaining amount is refunded by bank transfer within one month of you Graduating or your degree being approved.

Q. What is Uniware (the University Card) and how does it work for making purchases?

A. All members of the University are given a University (Uniware) Card. This can be used to make purchases in the Lodges, the cafeterias or on UPAY.

- For most students the card has a **£500.00 credit limit** per term which can be used against purchases.
- The Credit limit can be reduced or removed completely at the request of the student to aid with budgeting and spending. Please contact the Finance Office on finance@girton.cam.ac.uk to request this.
- Students receive registration details on receipt of their card. The card can be managed via the UPAY app or the website [Upay](#) Students can monitor spend, amount left and usage.
- At the end of each term the amount that has been spent is added to the following term's bill, for example, money spent in the Michaelmas term is charged in the Lent term.
- If you reach your credit limit, you can top up the card (add money) at the Porters' Lodge or the UPAY App or website.
- The credit limit is reduced for Postgraduates in term 10 or above and for Undergraduates and Postgraduates in the month before they graduate (apart from in exceptional circumstances for tutorial reasons).

Q. Why am I being charged a College Contribution if I am not living in college?

A. The College Contribution is charged separately to all students who do not live-in college accommodation and who pay a University Fee (apart from those on a year abroad or working away). This is a relatively small contribution to the running of all non-academic facilities on site from which all students can benefit, including subsidised food, assistance from the lodge, sports facilities including the swimming pool, and much else.

Postgraduates who are writing up no longer pay University Fees so are exempt from the contribution, however they will be charged at the conference rates in the cafeteria unless they opt into paying the charge.

Q. How are utilities charged for in main College rooms?

A. Utilities are included within the residence charge for all main college rooms and student hostels.

Q. How are utilities charged for in college family houses?

A. In houses occupied by one student and their families the Gas & Electric are metered and charged for monthly.

Q. How many weeks' accommodation will I be charged for?

- **Undergraduate** students have a 37- or 38-week tenancy depending upon the University's term dates.
- The standard length of a **Postgraduate** Tenancy is 49 weeks but can be adjusted to course length. It will be for a minimum of 42 weeks.

Q. What are unidentifiable /unattributable damages on my bill?

A. The College has agreed with the JCR that any damage to the College building that is not wear and tear and cannot be attributed to an individual will be divided amongst the Undergraduates living in college.

The damage is reported to Council towards the end of term and the JCR Committee should have details.

Q. How much does it cost to transfer rooms?

A. Transfers between rooms have a standard charge of £25.00.



Q. What insurance level is provided and how do I claim?

A. Information about the insurance cover provided can be found at: [Insurance](#)

Q. When does my SLC maintenance loan get paid into my bank account?

A. Once you have arrived and signed in with your Tutor at Girton the Students Loans Company (SLC) is informed and the loan should shortly be released to you.

You can also check the status of your loan by logging into your online Student Finance account.

Q. How do I apply for the SLC maintenance loan?

A. The SLC maintenance loan is available for undergraduate students and some postgraduate students paying home fees. It needs to be applied for each academic year and is means tested based on your household's income.

- Further information for **Undergraduates** is available at:
<http://www.undergraduate.study.cam.ac.uk/finance/financial-support> and
<https://www.gov.uk/apply-for-student-finance>
- Further information for **Postgraduates** is available at:
<http://www.cambridgestudents.cam.ac.uk/fees-and-funding/student-loans>

Q. When do I receive my Cambridge Bursary?

A. Undergraduate Cambridge bursaries are paid directly into student's bank accounts early each term.

Q. How do I apply for a hardship grant?

A. In the first instance you need to talk to your tutor who will be aware of any hardship grants that you may be eligible for. They will have the forms etc. needed to apply. The Finance Office does not deal with the application process for grants.

Q. What additional funding is available?

A. Information about funding for undergraduates can be found at:

[Undergraduate funding and financial support](#)

Information about funding for Postgraduates can be found at:

[Postgraduate funding and financial support](#)

