



Booking & Allocation Policy

Chester House is managed by the Guy Chester Centre. The Guy Chester Centre is the trading name of the Trustees of the North Bank Estate.

1. Introduction

This policy refers to the booking and allocation of rooms in Chester House and aims to avoid discrimination; comply with the Equality Act 2010 and equitably allocate rooms, having regard to availability of resources.

2. Allocation criteria

Chester House is a student hall of residence that provides accommodation to young people living in London for the first time as students or career-starters. Allocations will normally be made to people aged between 18 and 30. However, for certain courses we accept people aged 16 or 17. Our age criteria is justified under the Equality Act 2010 due to our residents being predominantly students aged 18-25 sharing the facilities of Chester House.

No-one applying for accommodation will be treated less favourably because of their race, religion and belief, colour, ethnic or national origin, gender, disability, appearance, marital status, political stance, sexual orientation or social status.

3. Allocation priority

Priority for each new academic year is given to applications as follows:

1. Existing residents who will still be students or will be in their graduate year and apply to return for a further year when given the opportunity to do so
2. Applicants who are students wishing to stay for a full academic year who fall within our standard age group on a first come, first served basis
3. Other applicants

Applications received during the academic year will be prioritised as per priorities 2 & 3 above.

For our accessible bedroom, priority is given to student/s who, due to the nature of their disability or medical condition, could not otherwise attend their course.

4. Booking process

- Bookings can only be made using the online application form. This form is a booking enquiry only
- Bookings are not guaranteed until an offer is made
- If an accommodation offer is made, applicants will be given a deadline to accept the offer and to pay a deposit to secure a room. If the deadline is missed, the offer will be withdrawn

5. Other information

Further information or clarification can be obtained by emailing office@chesterhouse.org.uk

6. Review date

This policy was last reviewed in May 2019 and will be next reviewed in March 2020.