

10 December 2020

## **IMPORTANT WESTWOOD LODGE INFORMATION:**

### **1. STAYING AT WWL FOR DECEMBER**

- **As per our previous correspondence, we** are permitting students, whose 2020 accounts are paid up, to remain at WWL for December for no additional cost.
- BUT this is wholly subject to the academic year being carried over by the University for the course / degree with which you are busy.
- We, therefore, please require a letter from the University confirming that your particular course / degree has been extended through the period.
- If the letter is not provided, you will, unfortunately, be charged for the time spent at WWL.

### **2. RETURNING 2021 STUDENTS**

- Please note that because of the academic year changes, the **WWL 2021 Contract period is from 1 March 2021 to 17 Dec 2021** (1 February to 30 November previously).
- You will be required to complete an online application which is a binding CONTRACT. Please read it carefully.
- As February is not covered by the CONTRACT period, for students who are living at WWL during February 2021, or part thereof, a pro-rata charge will be raised.
- All of your items must be packed and taken home. But, if you really have an issue with doing this, and you are sure that you will be returning, please liaise with Zuzi and she will motivate to management. If it is agreed that you can leave your items in storage at the Lodge, your items must be packed into a properly labelled box and placed in storage. If WWL has to pack your items, a fee of R 1,000 will be billed to your account. Items will also only be stored for a limited period, after which they will be gifted to a charity of our choice.

### **3. WWL 2021 ANNUAL CONTRACT FEE (excluding Deposit and Admin Fee)**

- |           |   |          |
|-----------|---|----------|
| - Sharing | - | R 42,900 |
| - Single  | - | R 65,450 |
| - Studio  | - | R 77,000 |

### **4. MINIMUM PAYMENT SCHEDULE for 2021**

- Please see our Payment Policy document as it contains important payment information and does need to be read carefully.
- Please visit the web site : <https://www.westwoodlodge.co.za/documents>

### **5. NON-RETURNING 2021 STUDENTS**

- If you are not returning in 2021 but are staying for part of December, you must provide a letter from the University confirming that your course / degree has been extended through the period.
- If the letter is not provided, you will, unfortunately, be charged for the time spent at WWL.
- You will be required to vacate WWL by no later than Wednesday 23<sup>rd</sup> December 2020 as maintenance work needs to be undertaken.

- Your Breakages Deposit will be refunded if :
  - o Your account is fully paid up at date of Contract Termination
  - o There are no breakages in your house for which you are responsible
  - o Your room has been restored to its original condition
  - o All keys have been handed into the office
  - o You complete a DEPOSIT REFUND FORM which can be found on our web site under the Documents tab.

**6. STUDENTS WHO ARE NOT CURRENTLY AT WWL, ARE NOT RETURNING in 2021 AND HAVE LEFT PERSONAL ITEMS**

- *If your account is fully settled :*
  - o Please make an urgent arrangement to collect your items by no later than Friday 18<sup>th</sup> December 2020, failing which a packing, and storage fee of R 1,000 will be billed to your account.
  - o If your items are not collected by Wednesday 13<sup>th</sup> January 2021, your items will be gifted to a charity of our choice.
  - o Your Lodge keys must be returned urgently, failing which an amount of R1,000 will be billed to your account
- *If your account is currently in arrears:*
  - o You will need to settle the arrears, or you will need to enter into an agreed, and reasonable, payment plan with WWL prior to collecting your items. This needs to be done by no later than Friday 18<sup>th</sup> December 2020, failing which your items will be gifted to a charity of our choice.
  - o Your keys must be returned to WWL urgently failing which an amount of R1,000 will be billed to your account.
  - o The arrears, plus packing and key fees, will remain payable and this could negatively impact your future credit rating.

**7. STUDENTS WHO ARE NOT CURRENTLY AT WWL, ARE NOT RETURNING in 2021 AND HAVE TAKEN THEIR ITEMS.**

- a. *If your account is fully settled*, thank you, we really appreciate your support. We wish you the very best for your future and look forward to seeing you succeed.
- b. *If your account is currently in arrears*, you will please need to settle the arrears, or you will need to enter into an agreed, and reasonable, payment plan with WWL by no later than 18<sup>th</sup> December 2020, failing which the matter will be processed through the collections department which could negatively impact your future credit rating.

We would like to sincerely thank you for your support over the past year, which has been particularly challenging. We are hopeful, indeed positive, that 2021 will be a much better year for all of us. Westwood Lodge will also be introducing new, and positive, student experiences during 2021 and further announcements about this will follow.

We wish to take this opportunity to wish you a safe, and festive Christmas and New Year.

Kind Regards,

WWL Management