
LONDONIST DMC

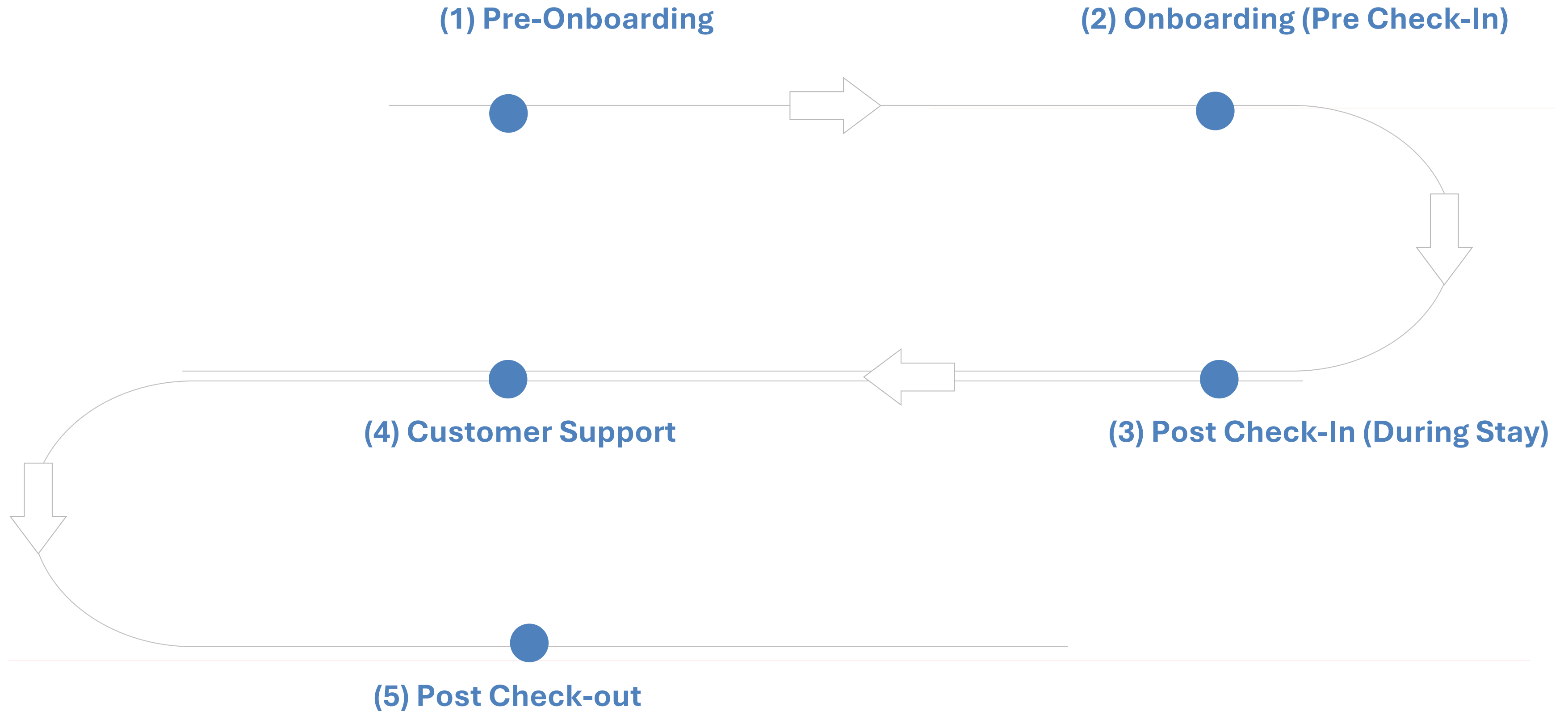
STUDENT QUEST JOURNEY

JULY 2026

GUEST JOURNEY

This document outlines all communications; both systematic and verbal, sent from the Londonist Team to students regarding their booking, check-in, check-out details, additional services, extensions, payment details and reminders to ensure students are well informed about their booking journey and extra perks for streamlining the entire process.

STEP BY STEP JOURNEY





STUDENT PRE—ONBOARDING

Following are the emails and communications sent to students before the official onboarding process begins, such as initial welcome email, campaign details and introductory information to prepare them for the next steps.

WELCOME EMAIL

When: As soon as student fill and send enquire form to us.

From: book@londonist.co.uk

To: Student email address

How many times: 1

Action: Residence list, Contact us via whatsapp, Email and Call.







[Book Now](#) | [About Us](#) | [Contact Us](#)

Your London Journey Starts with Londonist!

Your go-to-for student living



We're here to make your move smooth and stress-free. Our team is already working on your request, and we'll be in touch soon with the best accommodation options just for you!

What else can we help with?



Airport Transfers
Skip the stress and arrive with ease.



Flight Tickets
Find the best deals for your journey.



Student Insurance
Stay covered while you study.

Explore Our Residences

Found an option that caught your eye?
Or searching for something more tailored? Our team is ready to assist.

Have questions? We're just one message away.

 [WhatsApp us now](#)

? Email: book@londonist.co.uk
Stay tuned for more exclusive updates.

Warm regards,
Londonist Team

EVERYTHING STUDENT LIFE

One App!

Find your room.
Book your services.
Track it all, right here.



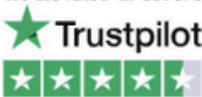




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Londonist DMC

Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

We are rated 4.7 out of 5









[Book Now](#) | [About Us](#) | [Contact Us](#)

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Your go-to-for student living



We're here to make your move smooth and stress-free. Our team is already working on your request, and we'll be in touch soon with the best accommodation options just for you!

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Student Insurance
Stay covered while you study.

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Have questions? We're just one message away.

 [WhatsApp us now](#)

? Email: book@londonist.co.uk
Stay tuned for more exclusive updates.

Warm regards,
Londonist Team

EVERYTHING STUDENT LIFE

One App!

Find your room.
Book your services.
Track it all, right here.







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WHY BOOK WITH US

When: As soon as lead drops into our system

From: book@londonist.co.uk

To: Student email address

How many times: 1

Action: Residence Detail page







[Book Now](#) | [About Us](#) | [Contact Us](#)

WHY BOOK WITH US?

Hey [Student Name]! ?

Still deciding where to book? Let's make this easy. When you choose Londonist, you're not just getting a room—you're unlocking the ultimate student experience. ?

Here's what makes us stand out:



Flexible Bookings



Multiple Payment Options



Prime Locations



Modern Residences



24/7 Support



Exclusive Perks







[Book Now](#) | [About Us](#) | [Contact Us](#)

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Here's what makes us stand out:



Flexible Bookings



Multiple Payment Options



Prime Locations



Modern Residences



24/7 Support



Exclusive Perks

? More than just a room. It's a lifestyle.

[View Your Options Now](#)

Got questions? We're just a message away. ?

Your friends at Londonist ?

Here Are Our Services

Gadgets

Communication

Food

Travel

Storage Service

Finance

Entertainment

Cleaning

Education

Insurance





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Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

SHORT LIST EMAIL

When: Soon after Welcome Email

From: book@londonist.co.uk

To: Student email address

How many times: 1

Action: Residence Detail Page





[Book Now](#) | [About Us](#) | [Contact Us](#)

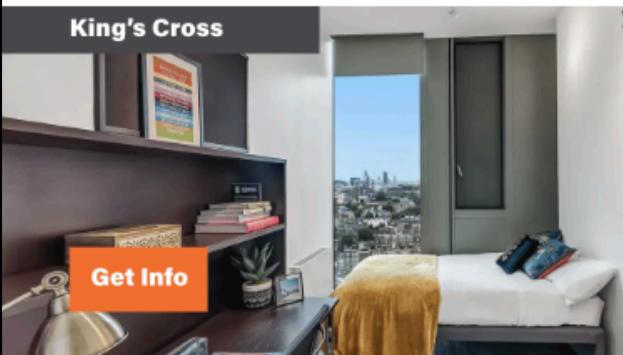
Top Premium Student Residences in London



While our team continues reviewing availability and matching you with the most suitable option, we've selected three **high-demand residences** that align with your preferences — with rates starting from **£299 per week**.

These properties stand out for their comfort, location, and overall student living experience in London.

King's Cross


[Get Info](#)





[Get Info](#)

Paddington Citi View

Drapery Place

Zone 1

Get Info

Explore Our Residences

Found an option that caught your eye?
Or searching for something more tailored? Our team
is ready to assist.

Have questions? We're just one message away.

WhatsApp us now

? Email: book@londonist.co.uk
Stay tuned for more exclusive updates.

Warm regards,
Londonist Team

EVERYTHING
STUDENT LIFE

One App!

Find your room.
Book your services.
Track it all, right here.

Download on the
App Store

GET IT ON
Google Play

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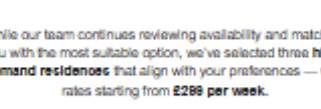
We are rated 4.7 out of 5





[Book Now](#)
[About Us](#)
[Contact Us](#)

Top Premium Student Residences in London



While our team continues reviewing availability and matching you with the most suitable option, we've selected three **high-demand residences** that align with your preferences — with rates starting from **£269 per week**.

These properties stand out for their comfort, location, and overall student living experience in London.



King's Cross

[Get Info](#)





Paddington City View

[Get Info](#)





Drayage Place

[Get Info](#)



[Explore Our Residences](#)

Found an option that caught your eye?
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Have questions? We're just one message away.



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? Email: book@londonist.co.uk
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Warm regards,
Londonist Team

EVERYTHING STUDENT LIFE *One App!*

Find your room
Book your services
Track it all, right here.






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Londonist DMCC

Main address: 5 Great Jewess Street London, WC1N 3DB United Kingdom

We are rated 4.7 out of 5



QUOTE WIZARD TEMPLATE

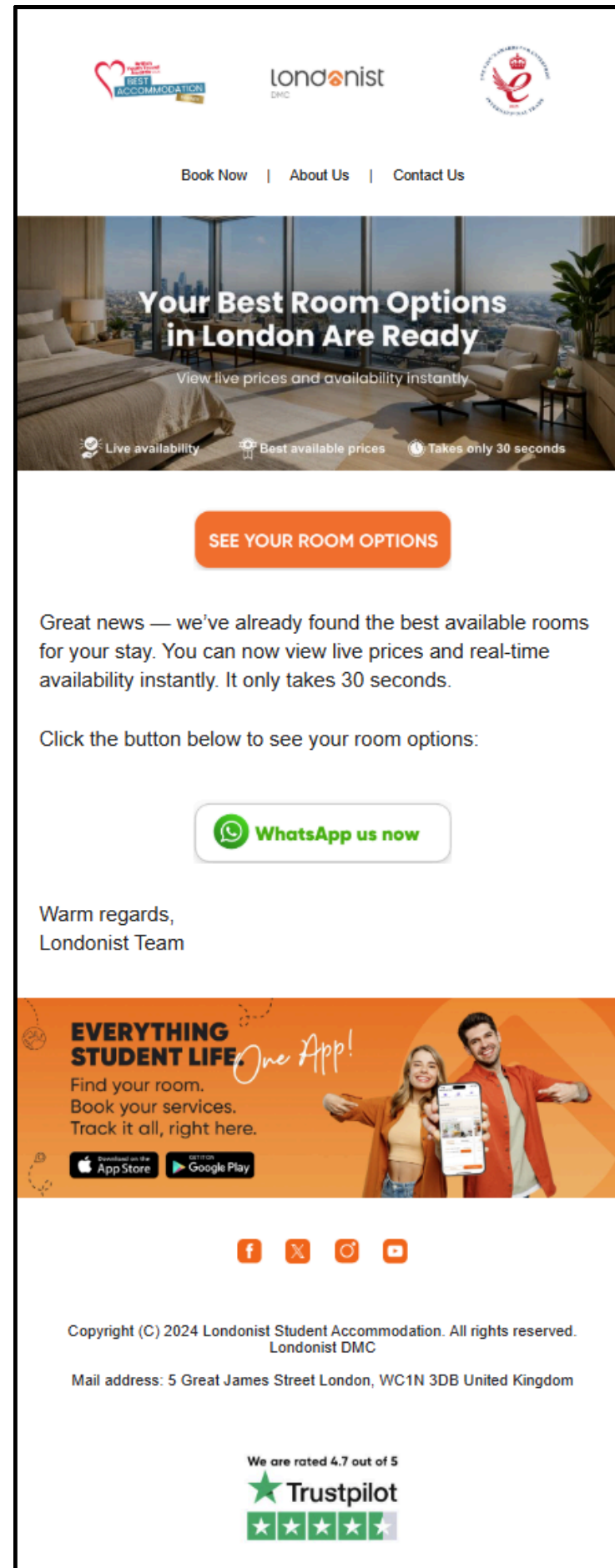
When: Soon after Welcome Email

From: book@londonist.co.uk

To: Student email address

How many times: 1

Action: Quote Wizard (Offer)



QUOTE WIZARD REMINDER TEMPLATE

When: 2 days after sending quote wizard
template and no response is received

From: book@londonist.co.uk

To: Student email address

How many times: 1

Action: Quote Wizard (Offer)



londonist
DMC



[Book Now](#) | [About Us](#) | [Contact Us](#)

Get up to
£1000 Cashback
This April

+ £100 guaranteed reward on every booking



Hi there,
Just a quick reminder — your best room options in London
are still waiting for you.

As a bonus, when you book with us:

- Get a **£100** default reward.
- Plus, take advantage of up to **£1000 cashback** when booked
during the April, depending on your stay duration.

You can view live prices and availability in just 30 seconds —
and secure the best deals before they're gone.

Click the button below to see your room options:

[CHECK THE OFFER](#)

If you'd prefer help choosing, click the WhatsApp button
below and chat with one of our advisors.

Click the button below to see your room options:

 [WhatsApp us now](#)



londonist
DMC



[Book Now](#) | [About Us](#) | [Contact Us](#)

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This April

+ £100 guaranteed reward on every booking



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Track it all, right here.

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GET IT ON
Google Play





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BOOKING CONFIRMATION — INSTANT BOOKING

When: Soon after students does instant booking from website

From: reservations@londonist.co.uk

To: Student email address

How many times: 1

Action: Upload Documents (Copy of Passport and Offer Letter)







Book Now | About Us | Contact Us

WE'VE GOT YOUR BOOKING REQUEST!
HERE'S WHAT'S NEXT

Dear [Student Name]! ?

Thank you for choosing Londonist! ? We're excited to let you know that we've received your booking reservation request, and our team is already working on allocating the perfect room for you. ? ✨

HERE'S WHAT HAPPENS NEXT

ROOM ALLOCATION

Our team is finalising the details, and you'll receive your room confirmation very soon. Stay tuned!

COMPLETE YOUR PROFILE

Help us speed things up by uploading your student letter and passport copy. Just click the button below—it's quick and easy!

UPLOAD DOCUMENTS







Book Now | About Us | Contact Us

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Help us speed things up by uploading your student letter and passport copy. Just click the button below—it's quick and easy!

UPLOAD DOCUMENTS

? Stay Connected!

Follow us on Instagram @londonistdmc to keep up with all the exciting offers, giveaways, and latest updates! ?

? Need anything? You know where to find us—we're just a click away.

? Looking forward to welcoming you soon to your new home in London! ?

? Stay awesome,

Your Friends at Londonist ?









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Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

ROOM LOCKED

When: Soon after Instant booking is done.

From: reservations@londonist.co.uk

To: Student email address

How many times: 1

Action: Student Portal link







[Book Now](#) | [About Us](#) | [Contact Us](#)

IT'S OFFICIAL!
YOUR ROOM IS RESERVED

Hey [REDACTED]

Big news-you're all set! Your room is officially reserved, and we can't wait to welcome you to your new home in London!

What's Next?

Your booking details are ready! Log into the Student Portal to check everything in one place.

Your room name & number will be shared with you on your check-in day at the residence reception. Just bring your ID + your passport, and get ready to settle in!

Log in now to view your booking:

LOGIN TO STUDENT PORTAL



Need Anything?

We're here to help-whether it's about your stay, travel plans, or just some London tips!

Stay in the loop! Follow us on Instagram @londonistdmc for exclusive updates, giveaways & student perks!

See you soon in London!







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See you soon in London!



**ONE PORTAL.
ALL YOUR NEEDS.**

Book services, grab student deals & track payments—all in your Student Portal.



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Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

QUOTE EMAIL

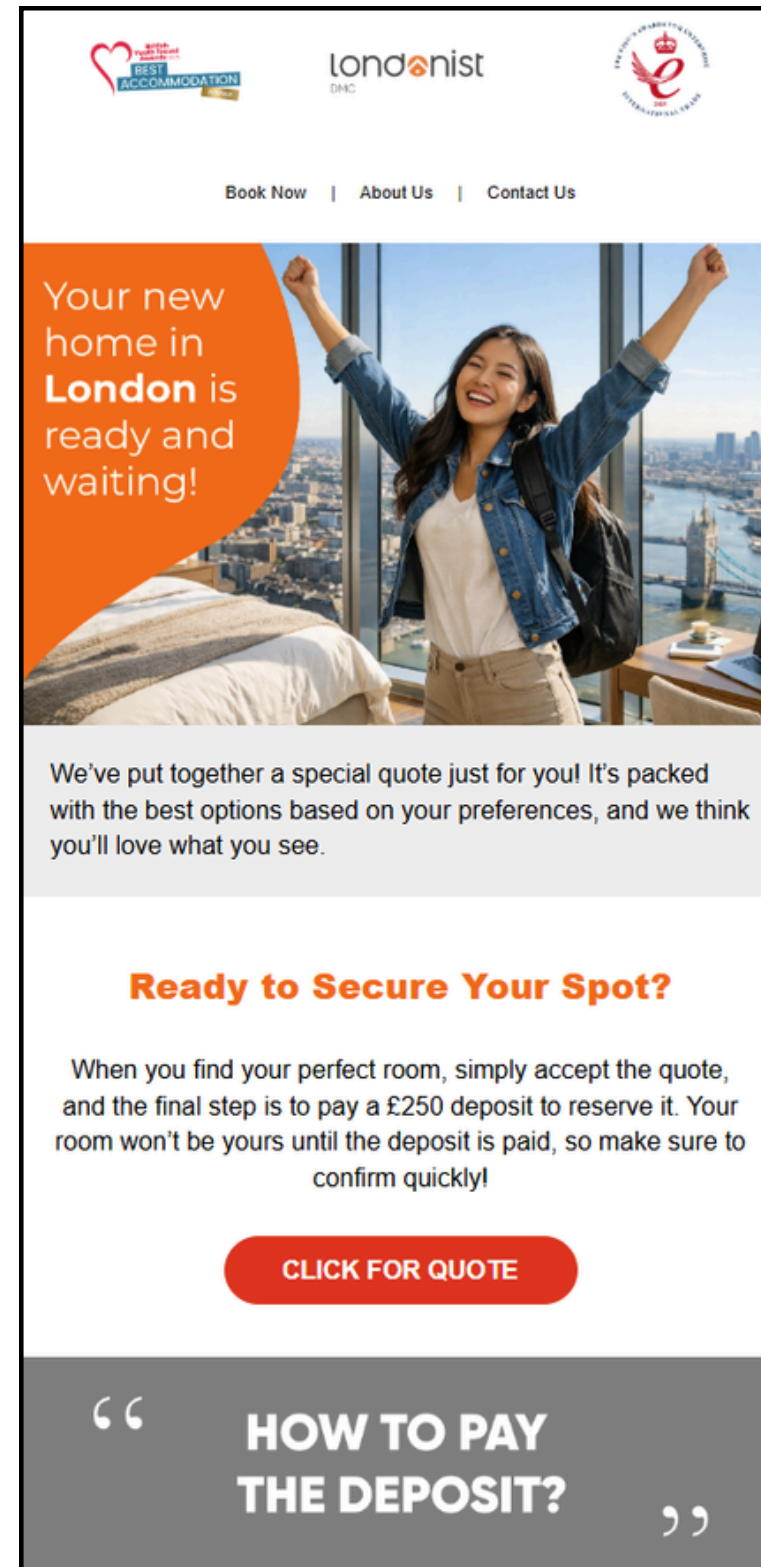
When: When Sales agents send quote to students

From:
reservations@londonist.co.uk

To: Student's email address

How many times: 1 (it depends on how many times sales agents send quote)

With Which Action: View Quote details



**QUOTE NOT
SEEN EMAIL**

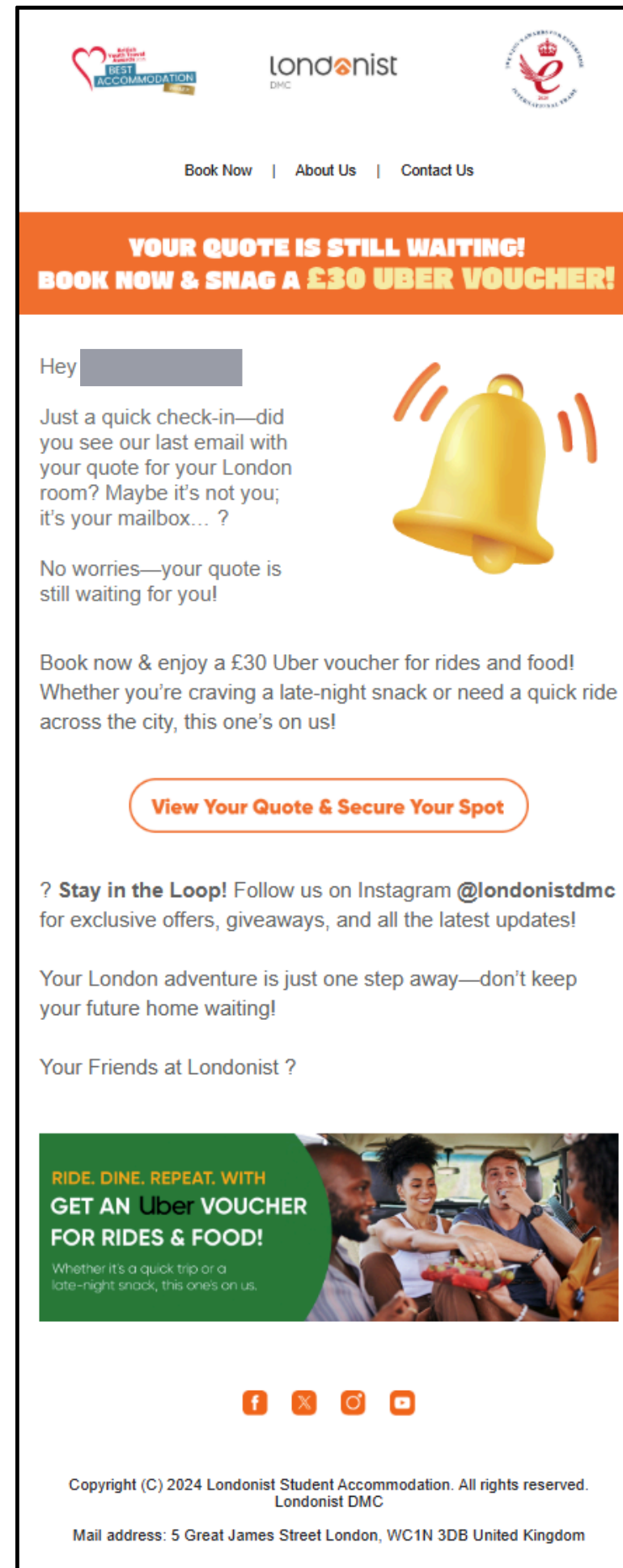
When: If student has received the email but he didnt see it in 24 hours.

From:
reservations@londonist.co.uk

To: Student's email address

How many times: 1

With Which Action: View Quote details



QUOTE REMINDER

When: If student has received the quote but not accepted within 48 hours.

From: reservations@londonist.co.uk

To: Student’s email address

How many times: 1

With Which Action: View Quote details.



[Book Now](#) | [About Us](#) | [Contact Us](#)

Dear [REDACTED]

We noticed you've opened our quote but haven't taken the next step just yet.

No worries—we're here to make sure you find the perfect place to call home in London! ? ✨



If the options in the quote didn't quite hit the mark, just let us know! We've got a variety of amazing rooms across the city that might be a better fit. Our goal? Making sure your stay in London is everything you dreamed it would be. ? ❤️

Take another look when you're ready, or reach out for more options. We're here to help you find your ideal spot! ?

Click for Quotes 

Note: This offer is valid until 19.04.2026—don't wait too long! ⌚

Catch you soon,
Your friends @ Londonist ?

Follow Us



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STUDENT ONBOARDING AND PRE CHECK-IN

Following are the emails and communications sent to students prior to arrival, covering arrival essentials, check-in details & instructions and travel details to ensure a smooth check-in process.



Note: Some of these communications are scenario-based, such as deposit reminders or onboarding pack notifications if not yet purchased.

INVOICE EMAIL

When: Student has accepted the quote but not paid 250 deposit.

From:
reservations@londonist.co.uk

To: Student’s email address

How many times: 1

With Which Action: Student portal link to check Invoice and Review on Trustpilot.







[Book Now](#) | [About Us](#) | [Contact Us](#)

YOUR INVOICE IS READY!



Dear [REDACTED]

Thank you for choosing Londonist! ? We’re so happy to have you with us and can’t wait for you to start your London adventure. Your invoice is ready, and you can view all the details by clicking the button below.

? **Stay on Top of Your Payments:** Log in to your **Student Portal** to track your invoices, view instalment amounts, and check upcoming payment dates—all in one place!

Invoice Details

But that’s not all! This is just the beginning—stay tuned for what’s coming next! ? Follow us on Instagram @londonistdmc to keep updated on the amazing campaigns we offer, and don’t miss out on exciting giveaways, discounts, and more! ?

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? If you have any questions or need help, we’re just a click away.

? Looking forward to seeing you soon!

✦ Stay awesome,

Your friends @ Londonist ?



LONDONIST COLLABS WITH **7WISE** TO BRING YOU **LOW-COST GLOBAL TRANSFERS!**



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Mail address: 5 Great James Street London, WC1N 3DB United Kingdom







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Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

DEPOSIT REMINDER — EMAIL

When: Student has accepted the quote but not paid the deposit yet.

From: finance@londonist.co.uk

To: Student’s email address

How many times: 1

With Which Action: Complete your payment on accepted quote.







[Book Now](#) | [About Us](#) | [Contact Us](#)

SECURE YOUR ROOM NOW
WITH YOUR DEPOSIT PAYMENT!

You're **one step away** from making your London stay official! Since you've already accepted your quote (yay!), now it's time to secure your room by making your deposit payment.

Deposit Due By:

[DUE DATE]

Amount:

£[PRICE]

Quote Number:

#[QUOTE NUMBER]

How to Pay?

It's super easy—just click below to view your quote and make your deposit payment!

Click Here to Pay Your Deposit



Stay Covered, Stay Worry-Free!

Moving to a new country is exciting, but unexpected situations can happen. That's why we recommend getting student insurance to cover medical emergencies and more—so you can focus on your studies, not surprise bills!

! Important Reminders:

Use your full name & invoice number #[INVOICE NUMBER] as your payment reference.

Already paid? Send your proof of payment to finance@londonist.co.uk

No deposit = No secured room—make sure to complete your payment before the deadline!

We can't wait to welcome you soon! Need help? We're just a message away.

See you in London!

Your Friends at Londonist 🍷



LONDONIST COLLABS
WITH **7Wise** TO BRING
YOU **LOW-COST GLOBAL
TRANSFERS!**



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Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

STUDENT PORTAL EMAIL

When: Soon after booking details are sent to student

From:
customersupport@londonist.co.uk

To: Student's email address

How many times: 1

Action: Login to portal and buy additional services/products



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[Book Now](#) | [About Us](#) | [Contact Us](#)

MEET STUDENT PORTAL -
YOUR ALL-IN-ONE HUB
FOR STUDENT LIFE!

Hey [Student Name]! 🎉

Say hello to your Student Portal—the ultimate one-stop shop for everything you need during your London adventure! From moving in, to exploring the city, we've got you covered.



Services at Your Fingertips

- ✦ Airport Transfers – Arrive stress-free with a pre-booked ride.
- ✦ Room Cleaning – Because your space deserves to stay fresh!
- ✦ Flight & Train Tickets – Book with KAYAK & travel smart.
- ✦ Storage Services – Need extra space? We've got your back.



Shop for Your Essentials

Everything you need is delivered to your door!

- ✦ Custom Kitchen Sets
- ✦ Bathroom Must-Haves
- ✦ Bedding & Comfy Sleep Sets
- ✦ Appliances – Kettle, Hair Dryer, Iron & more!





Best-Sellers:

- ✓ TasteCard – Enjoy exclusive discounts on dining! 🍴
- ✓ London Attractions & Museum Tickets
- ✓ Concert Tickets



Track Your Payments with Ease
No more receipt juggling! Keep an eye on your invoices, pending & completed payments all in one place.

LOGIN TO YOUR STUDENT PORTAL

📢 Stay in the Loop!

Follow us on Instagram @londonistdmc for exciting offers, giveaways, and student perks you won't miss! 📱

Need help? We're just a message away. Let's make this an unforgettable journey!

Your Friends @ Londonist 🧡

Here Are
Our Services

Gadgets

Communication

Food

Travel

Storage Service

Finance

Entertainment

Cleaning

Education

Insurance





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Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

MEMBERSHIP PACK – 1

When: 4 Days Before Checkin

From: studentclub@londonist.co.uk

To: Student email address

How many times: 1

Action: Login to portal and buy membership pack



Book Now | About Us | Contact Us



Make London Easy from Day 1

Get Your Membership Pack Now

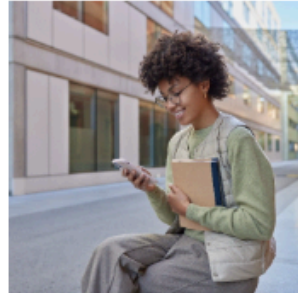
Hi 

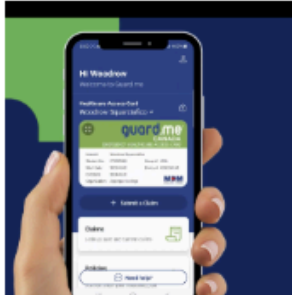
✈ Landing in London soon? Let's make your first week a breeze! Grab your Membership Pack before you arrive and start enjoying all the good stuff from day one.

Your Membership Pack includes student insurance from day one, cover for medical emergencies, personal liability, baggage loss, travel disruption, and other unforeseen events. Full policy details will be shared at purchase.

eSIM & Data

Online the second you land (no SIM shop hunting)





Insurance Cover

Peace of mind, covered.

Monthly Clean + Linen wash

Fresh sheets, fresh start.





Stu-snack Pack

Your welcome stash of treats for study breaks.

Tastecard

2-for-1 meals & big dining discounts across London.





Airport Transfers

Smooth arrival & departure.

VIP Support Channel

Help at your fingertips via the app.



? Tip: Buy before [Check In] and your first clean + eSIM will be ready from move-in day.

[GET MY MEMBERSHIP PACK](#)

Questions? Chat with us on +44 7782 361490 or download the app now to get your membership pack!

EVERYTHING STUDENT LIFE

Find your room. Book your services. Track it all, right here.

Download on the App Store | GET IT ON Google Play





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Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

ONBOARDING PACK – 2

When: 10 days after booking

From:
customersupport@londonist.co.uk

To: Student email address

How many times: 1

Action: Onboarding Pack Landing
Page



[Book Now](#) | [About Us](#) | [Contact Us](#)



Still missing a few basics?
Let's fix that before you even land in London.

Hey

You've got your room booked, now let's talk about your essentials. ? 🧸

Did you know our **Onboarding Packs** come with your very own **electric kettle**, **hair dryer** and **sandwich maker**?

Yes, we thought of everything, so you won't have to. No hunting for hangers or panicking about power adapters. Just comfort. From Day One.



🌟 Standard – The basics covered
? Ultimate – Add a hair dryer, bin, toilet brush, and more

And the best part? You can Order Now & Pay Later. Easy.

[CHECK THE PACKS HERE](#)

Trust us, you'll thank yourself later. ?
Your friends at Londonist ?

EVERYTHING STUDENT LIFE *One App!*
Find your room.
Book your services.
Track it all, right here.





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Londonist DMC

Mail address: 5 Great James Street London, WC1N 3DS United Kingdom

FIRST CHECK-IN REMINDER

When: 14 days before student’s check-in date

From: reservations@londonist.co.uk

To: Student’s email address

How many times: 1

Action: Student portal link to buy essentials and airport transfer



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Book Now

About Us

Contact Us

TWO WEEKS TO GO!

YOUR LONDON LIFE IS ALMOST HERE

Dear [REDACTED]

OMG, your London adventure is about to start! ? Are you excited, too? We bet you’ve got a ton of things on your plate—packing, lists, and all that jazz. We totally get it!

Our main concern is that you have a great trip and arrive safe and sound.



Your check-in is on 23/06/2026 between 3:00 PM and 7:00 PM.



Your room will be all set, cleaned, and ready for you to rest after a long journey. ?

Everything should go well, but just in case you experience a difficulty, contact us at: customersupport@londonist.co.uk

DON'T FORGET:

-  ☒ To bring your **passport** with you to ensure a smooth check-in ?
-  ☒ To email us if you'll check in that day after 7:00 PM
-  ☒ To sign up for your **Student Portal** account: <https://student.londonist.co.uk/auth>



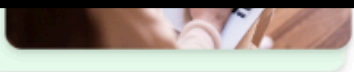
Got your packing game plan ready? ? London's got plenty of ways to get you from the airport to your new home—public transport, cabs, you name it. If you have too many suitcases, though, we've got your back!

Click here to book an airport transfer: [AIRPORT TRANSFER.](#)



Lighten your load! ? We've got all the essentials—think hair dryers, kitchen must-haves, cosy bathrobes, and more. Why bring it all when you can get it delivered to your room?

Check out the goods here: [Student Portal](#)



Lighten your load! ? We've got all the essentials—think hair dryers, kitchen must-haves, cosy bathrobes, and more. Why bring it all when you can get it delivered to your room?

Check out the goods here: [Student Portal](#)

So much to think about, right? No worries; we are here to help you and support you. Everything will be great.

Wishing you a great trip & best of luck with all your packing! ?

Stay amazing... ?

Your friends @ Londonist



LONDONIST COLLABS WITH **HUBBY** TO MAKE STAYING CONNECTED EASIER!



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Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

Action: Choose your arrival date and time.



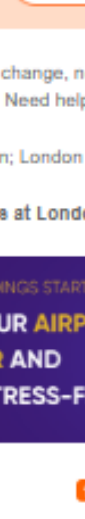


[Book Now](#) | [About Us](#) | [Contact Us](#)

LOCK IN YOUR CHECK-IN TIME - LET'S GET YOU SETTLED!

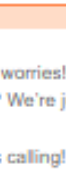
Hey [Name]

The countdown is on! Your **check-in date** is **13/06/2026**, and we can't wait to welcome you. To make your arrival smooth and stress-free, pick your **check-in time slot** now!



Why Choose a Time Slot?

- ✓ No waiting – we'll be ready for you!
- ✓ A smooth check-in.
- ✓ More time to explore your new home!



It takes just a few seconds—click the button below & lock in your check-in time!

[SELECT YOUR CHECK-IN TIME](#)

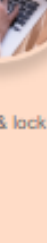
If your plans change, no worries! You can update your time slot anytime. Need help? We're just a message away.

See you soon; London is calling!

Your Friends at Londonist ?

SMOOTH LANDINGS START HERE!

BOOK YOUR AIRPORT TRANSFER AND ARRIVE STRESS-FREE.








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Londonist DMG

Mail address: 5 Great Jarvie Street London, WC1N 3DS United Kingdom

CHECK-IN TIME CONFIRMATION

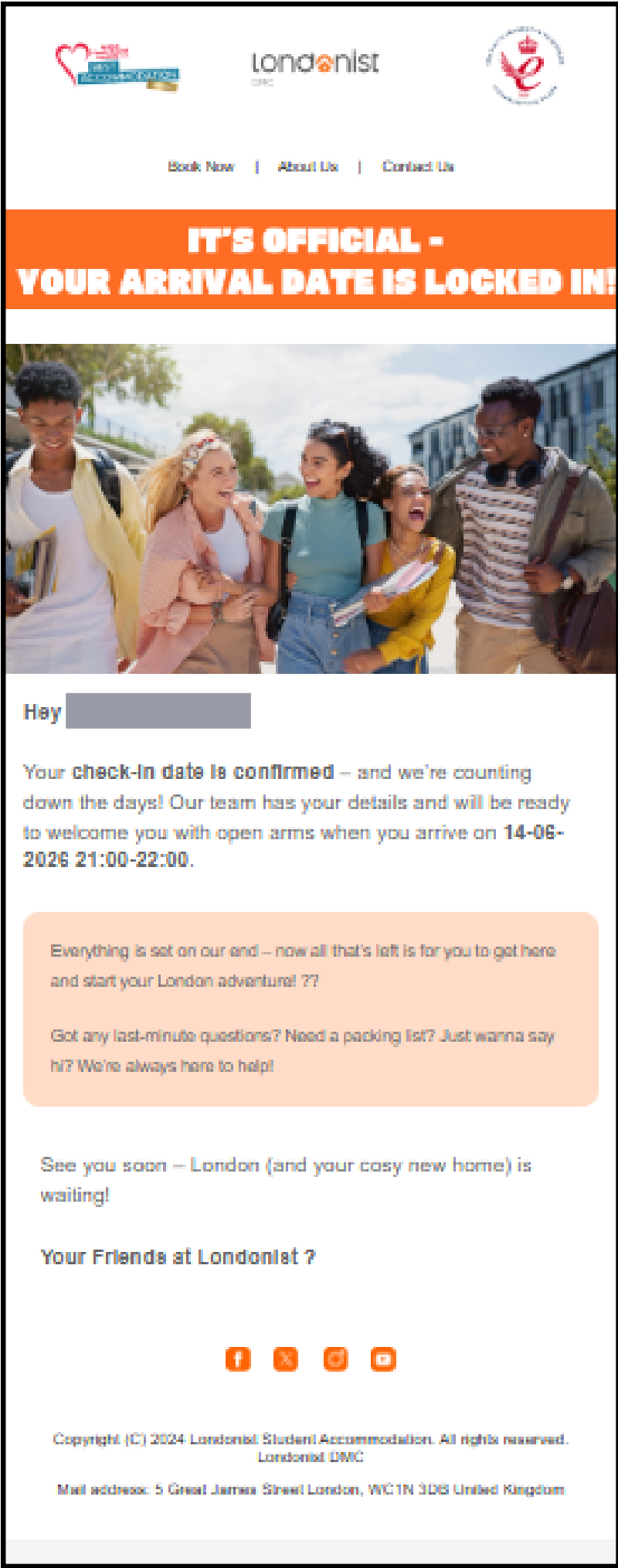
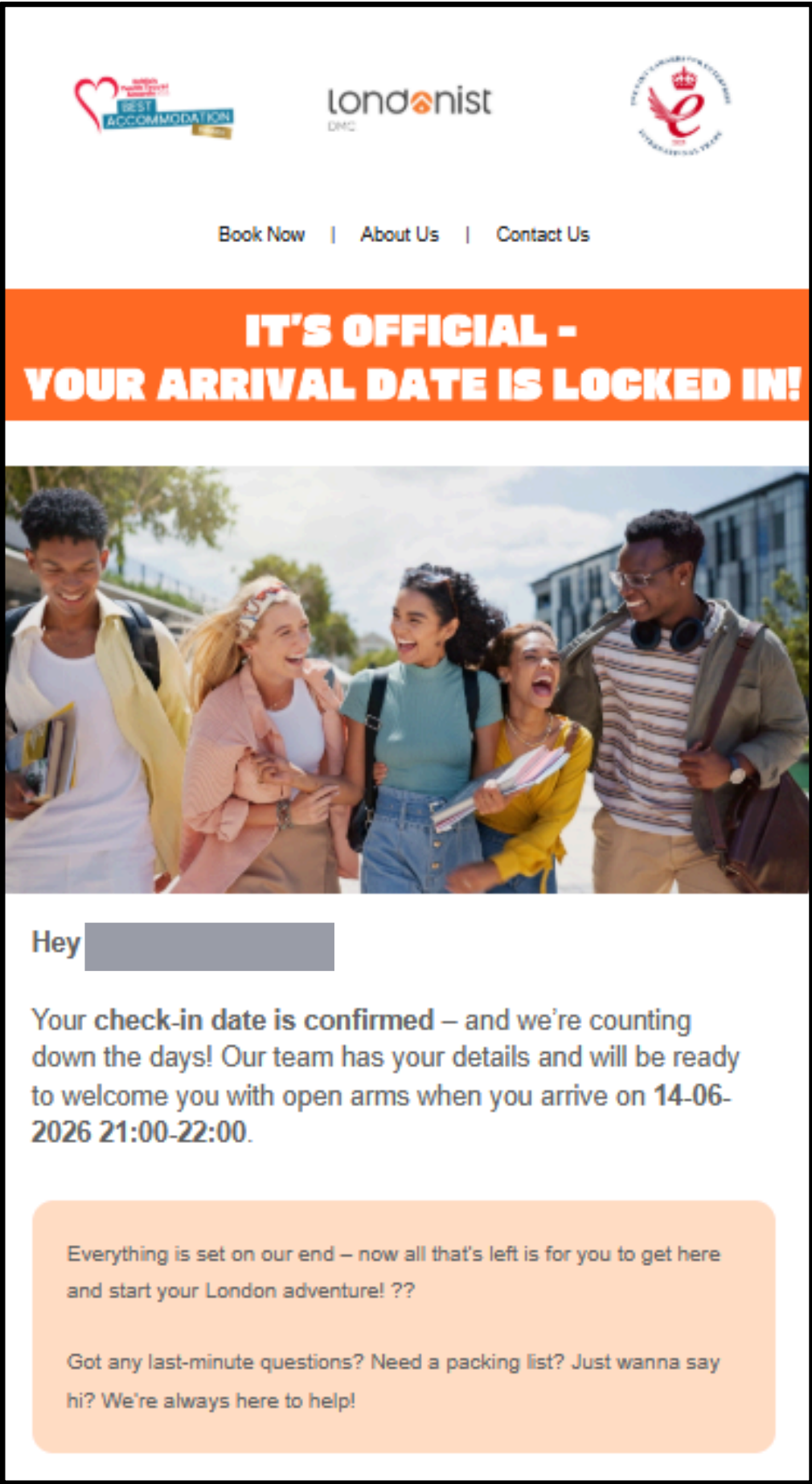
When: Student has successfully
selected arrival time

From:
reservations@londonist.co.uk

To: Student’s email address

How many times: 1

With Which Action: None.



SECOND CHECK-IN REMINDER

When: 3 days before check-in

From:
reservations@londonist.co.uk

To: Student’s email address

How many times: 1

Action: Login to portal and book
Airport Transfer, open wise
account and buy essentials.







[Book Now](#) | [About Us](#) | [Contact Us](#)

3 DAYS TO GO!
FINAL CHECK-IN DETAILS!

Hey [Student Name]!

The countdown is ON-just 3 days until you arrive in London! We're so excited to welcome you and make your stay smooth from day one. Here's everything you need to know before check-in!

Check-In Date: [CHECK-IN DATE]

Check-In Time: Between 3:00 PM - 7:00 PM

Need Help? Reach us at customersupport@londonist.co.uk

Arriving in London? Let's Make It Easy!

Book your airport transfer in advance so you can skip the stress of finding a ride after your long journey.

Book Your Airport Transfer





Get Your Banking Sorted Right After Landing!
Open an online bank account with ease! So, you can send and receive money in multiple currencies, access your funds quickly, and avoid hidden fees.

Set Up Your Online Bank Account

Make It Easy!

Book your airport transfer in advance so you can skip the stress of finding a ride after your long journey.

Book Your Airport Transfer





Get Your Banking Sorted Right After Landing!
Open an online bank account with ease! So, you can send and receive money in multiple currencies, access your funds quickly, and avoid hidden fees.

Set Up Your Online Bank Account

Need Extra Essentials? We've Got You!

From cleaning services to kitchen essentials (think bathroom robes, kitchen sets, mops & more!), everything you might need is available in our Student Portal!

Check Out Student Portal



If you have any questions, we're always here to help! Safe travels, and see you very soon!

Your Friends at Londonist



LONDONIST COLLABS WITH **WISE** TO BRING YOU LOW-COST GLOBAL TRANSFERS!



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3 DAYS TO GO!
FINAL CHECK-IN DETAILS!

Hey Pramudita Satriya Sotama!

The countdown is ON-just 3 days until you arrive in London! We're so excited to welcome you and make your stay smooth from day one. Here's everything you need to know before check-in!

Check-In Date: 12/06/2026

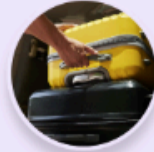
Check-In Time: Between 3:00 PM - 7:00 PM

Need Help? Reach us at customersupport@londonist.co.uk

Arriving in London? Let's Make It Easy!

Book your airport transfer in advance so you can skip the stress of finding a ride after your long journey.

Book Your Airport Transfer





Get Your Banking Sorted Right After Landing!
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Set Up Your Online Bank Account

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Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

ONBOARDING PACK EMAIL – 3

When: 10 days before check-in

From:
customersupport@londonist.co.uk

To: Student email address

How many times: 1

Action: Onboarding Landing Page



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**Ready to Cook Up
Your New Life
in London?**

Hey [Student Name],
Countdown's on! ? days to go.
Let's make sure your kitchen is actually ready for student life.

Our Onboarding Packs come with all the kitchen essentials
you'll need:

- ? Plates, bowls, mugs
- ? Pans, pot with lid
- ? Cutlery set – no forks gone missing!

Everything gets delivered straight to your room, so you can
move in stress-free.

✦ Choose your pack — Standard or Ultimate
? One-time purchase. Delivered before you arrive.
Order now, pay later.

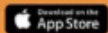
[EXPLORE THE PACKS](#)

Less shopping, more chilling.
You've got this.

**EVERYTHING
STUDENT LIFE.**

One App!

Find your room.
Book your services.
Track it all, right here.







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Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

ONBOARDING PACK EMAIL – 4

When: 3 days before check-in

From:
customersupport@londonist.co.uk

To: Student email address

How many times: 1

Action: Onboarding Landing Page



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Everything
You Forgot,
Already
Packed.

Hey [Student Name].

Only 3 days to go!
You've probably got your clothes packed, but what about the little things that make life easier from the get-go?



No hangers?
We've included them.



Snack attack incoming?
We've got those, too



Hair dryer? Trash bin?
Yep – all in the pack.



Need a travel adaptor?
Sorted.

Our **Onboarding Packs** are more than just plates and pans they're full of those easily forgotten but oh-so-useful bits that make settling in smoother.

And they're delivered straight to your room. **Order now, pay later** — no need to stress the budget.

CHECK OUT WHAT'S INSIDE

Get ahead of move-in day.
We've already thought of everything. ?

EVERYTHING
STUDENT LIFE.

Find your room.
Book your services.
Track it all, right here.





[f](#) [x](#) [g](#) [v](#)

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Mail address: 5 Great James Street London, WC1N 3DB United Kingdom



CANCELLATION REQUESTS

Following Auto emails are sent to student based on cancellation request made by student through student portal



BOOKING CANCELLATION REQUEST

When: As soon as student
submits cancellation request from
portal

From:
reservations@londonist.co.uk

To: Student's email address

How many times: 1

With Which Action: Review
Cancellation Policy



Book Now | About Us | Contact Us

Dear Duha Mustafa,

We've received your request to cancel your booking with us, and we're on it! 🌸

Our team is currently reviewing your cancellation request to ensure everything is in line with our cancellation policy.



Here is a quick reminder about our cancellation policy:

- If your request meets the terms and conditions, we will proceed with the refund process within 4 – 6 weeks.
- If payments were made, the refund will be processed within specified duration according to the policy.
- If the terms are not met, please note that the amount may be non-refundable or Partially refundable.

🚩 Review our cancellation terms here: [Cancellation Policy](#).

Hang tight—we'll be in touch soon to let you know the next steps. If you have any questions in the meantime, feel free to reach out to us.

Thanks for your patience! 🌸

📺 Stay amazing...

🌟 Your friends @Londonist

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BOOKING CANCELLATION CONFIRMATION

When: As soon as finance team confirms the request through MP

From:
reservations@londonist.co.uk

To: Student’s email address

How many times: 1

With Which Action: Review
Cancellation Policy.



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Dear [STUDENT NAME],

We wanted to let you know that your booking cancellation has been successfully processed.

We're sorry to see you go ?, but we understand plans can change! ✨ cancellation policy.



If you've made any payments, we will proceed with the refund according to our cancellation policy. You can expect to hear from us regarding the refund timeline soon.

⚠ Please note that this depends on the terms outlined in our policy, which you can review here: [Cancellation Policy](#).

If you have further questions or need assistance, please don't hesitate to reach out. ?

Wishing you all the best,

? Your friends @Londonist

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Mail address: 5 Great James Street London, WC1N 3DB United Kingdom



POST CHECK-IN & DURING STAY

Following are the emails and communications sent to students throughout their stay, providing important updates, support information, and reminders.

ONBOARDING PACK EMAIL – 5

When: 2 days after check-in

From: customersupport@londonist.co.uk

To: Student’s email address

How many times: 1

With Which Action: Onboarding Landing
Page



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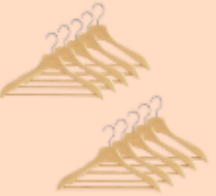


Everything
You Forgot,
Already
Packed.

Hey [Student Name],

Only 3 days to go!

You've probably got your clothes packed, but what about the little things that make life easier from the get-go?



No hangers?

We've included them.



Snack attack incoming?

We've got those, too



Hair dryer? Trash bin?

Yep – all in the pack.



Need a travel adaptor?

Sorted.



Hair dryer? Trash bin?

Yep – all in the pack.



Need a travel adaptor?

Sorted.

Our Onboarding Packs are more than just plates and pans they're full of those easily forgotten but oh-so-useful bits that make settling in smoother.

And they're delivered straight to your room. Order now, pay later — no need to stress the budget.

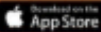
CHECK OUT WHAT'S INSIDE

Get ahead of move-in day.
We've already thought of everything. ?

EVERYTHING
STUDENT LIFE.

One App!

Find your room.
Book your services.
Track it all, right here.



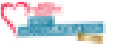






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Didn't Pack Everything?
We Did.

Hey [Student Name],

Settled in yet? Or maybe... not quite? ?
No kettle? Nowhere to hang your clothes? Still using shopping bags as bins?

We've seen it all... And that's exactly why our Onboarding Packs exist.

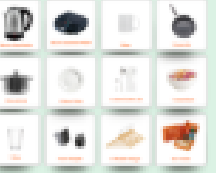
They're designed to save you the emergency shopping trip and get your room feeling like home

 Still available.

? Delivered straight to your room.

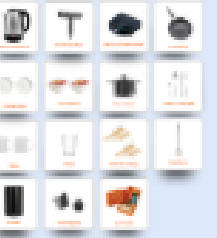
? Only a few left – claim yours now!

CHOOSE FROM TWO OPTIONS:



Standard Package

All the basics to
get you started



Ultimate Package

Go all-in with
bonus comforts

GET YOUR PACK NOW!

Make your space work for you.
You deserve it.

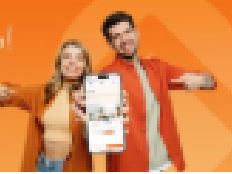
EVERYTHING
STUDENT LIFE.

One App!

Find your room.
Book your services.
Track it all, right here.









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MEMBERSHIP PACK – 2

When: 2 days after Checkin

From: studentclub@londonist.co.uk

To: Student's email address

How many times: 1

With Which Action: Login to portal
and buy membership pack



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You've Moved In! Activate your Membership Pack

Hi [Student Name],

? Welcome to your new home! There's just one thing left: activate your Membership Pack so your benefits start immediately.

It's not too late.



Buy now, and your student insurance coverage starts from activation, protecting medical emergencies, personal liability, baggage loss, and travel disruptions. Full policy details will be shared at purchase.

To be included in the first cleaning rota and start your eSIM this week, please activate by today.

? Tip: To be included in the first cleaning rota, activate within this week..

Already purchased? ? You're all set!
Need help? Email: studentclub@londonist.co.uk / WhatsApp: +44 7782 361490.

[ACTIVATE MY MEMBERSHIP PACK](#)



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STUDENT LIFE**

Find your room.
Book your services.
Track it all, right here.

Download on the
App Store

GET IT ON
Google Play

One App!





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HUBBY ESIM EMAIL

When: 3 days after check-in

From:
reservations@londonist.co.uk

To: Student’s email address

How many times: 1

With Which Action: Hubby eSIM
Link - Student Portal



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LONDONIST COLLABS
WITH **HUBBY** eSIM TO MAKE
STAYING CONNECTED
EASIER!

Hello there!

Big news from Londonist! We're teaming up with Hubby eSIM to make your UK journey smoother and stress-free. As a gift, we're giving you a **FREE Hubby eSIM + 250MB** of mobile data to kickstart your London adventure!

No SIM swapping, no roaming nightmares – just instant connectivity from the moment you land.

Getting started is easy-peasy:

- 1 Check Compatibility: Is your phone eSIM-ready?
- 2 Download the Hubby eSIM App: Grab it now!
- 3 Enter Your Promo Code: It's waiting for you below.

PROMO CODE:
[PROMO_CODE]

1 Activate in the App: Follow the simple steps.
2 Final Setup Upon Arrival: Complete the setup when you land.



Stay connected with your loved ones, share your journey, and explore London with zero worries. ? ✨

Download the Hubby eSIM App Now

Let's make your London story unforgettable – from the very first message!

Londonist DMC x Hubby eSIM – Always Connected, Always Together.

Follow Us



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Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

WISE EMAIL

When: 5 days after check-in

From:
reservations@londonist.co.uk

To: Student’s email address

How many times: 1

With Which Action: Wise Link -
Student Portal



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At Londonist, we're all about making your life in London smooth and stress-free. That's why we've partnered with Wise to give you an easy and affordable way to manage your finances—whether you're sending money internationally or spending locally.



Here's what you'll get with Wise:

Fee-Free Transfers

Send up to £500 without fees!

The Real Exchange Rate

Spend or shop online without hidden fees.

Global Access

Transfer money in 50+ currencies—quick and easy.

No Hidden Fees

Say goodbye to exchange rate markups.

Getting started is super simple:

1

Register Online: Click the button below and sign up in minutes.

2

Add Your Contact & Verification Details: Quick and secure!

3

Set Up Your Payment: Ready to go.

4

Verify Your Account: It's that easy!

5

Send Money or Spend Smarter: Wise has you covered.

GET STARTED WITH WISE

Fee-Free Transfers

Send up to £500 without fees!

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Verify Your Account: It's that easy!

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Send Money or Spend Smarter: Wise has you covered.

GET STARTED WITH WISE

With Wise, you'll save time and money while staying connected financially—no matter where you are.

Got questions? We're always here to help.

Let's make your London adventure even easier!

Your Friends at Londonist



LONDONIST COLLABS WITH **7WISE** TO BRING YOU LOW-COST GLOBAL TRANSFERS!

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Hi

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3

Set Up Your Payment: Ready to go.

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Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

DURING STAY

When: 5 days after check-in

From:
reservations@londonist.co.uk

To: Student email address

How many times: 1

Action: Brompton, London Attractions, Ticketmaster, Musement, Bus Tours, Train Tickets and Trustpilot link.



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Hey

Hope you're settling in and enjoying your London adventure! Whether you're café-hopping, museum-exploring, or just vibing in your new home, we're here to make your experience even better...



Need a little inspo for your next outing?

Explore on Two Wheels

Rent a Brompton Bike & ride through London's scenic streets.



Tour Like a Local

Find epic deals on London Attractions & must-see places.



Concerts & Shows? Yes, Please!

Get tickets to the hottest events with Ticketmaster.



London's Hidden Gems

Book unique experiences with Musement & make every day an adventure.







Hop On, Hop Off!
Grab London Bus Tour Tickets & discover the city with ease.



Beyond London? No Problem!
Secure your Train Tickets for seamless travel across the UK.

Make the most of your time in London—don't miss out!

How's Everything Going?
We'd love to hear about your stay!
Your feedback helps us keep improving & making Londonist the best place to be.

Share Your Thoughts on Trustpilot

Need anything? We're always here to help—just reach out!
Enjoy every moment
Your friends at Londonist ?



LONDONIST COLLABS WITH  TO MAKE STUDENT LIVING MORE AFFORDABLE!



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Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

TASTE CARD EMAIL

When: 10 days after check-in

From:
reservations@londonist.co.uk

To: Student’s email address

How many times: 1

With Which Action: Taste Card
Link - Student Portal



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Hi,

We've partnered with **Tastecard** to bring you exclusive discounts at your favourite pizza spots, cosy cafés, popular restaurants, coffee shops, and even cinemas. All you need to do is purchase your Tastecard from the Student Portal and start availing yourself of fantastic discounts and offers. Here's how to get started:

All you need to do is purchase your **Tastecard** from the **Student Portal** and start availing yourself of fantastic discounts and offers.

Here's how to get started:



STEP 1

Log in to the **Student Portal** to buy your Tastecard.



STEP 2

Download & install the **Tastecard app**.



STEP 3

Use your card to enjoy savings on food deliveries, dine-ins, and more.

All you need to do is purchase your **Tastecard** from the **Student Portal** and start availing yourself of fantastic discounts and offers.

Here's how to get started:



STEP 1

Log in to the **Student Portal** to buy your Tastecard.



STEP 2

Download & install the **Tastecard app**.



STEP 3

Use your card to enjoy savings on food deliveries, dine-ins, and more.

Enjoy great meals, coffee breaks, and movie nights for less – making your student life even more rewarding!

Got questions? We're here to help.

Go to Your Student Portal

Happy dining and exploring,
Your friends at Londonist DMC

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Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

CUSTOMER SUPPORT EMAIL

When: 7 days after check-in

From:
reservations@londonist.co.uk

To: Student’s email address

How many times: 1

Action: Student Portal Login



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IT'S OFFICIAL!

YOUR ROOM IS RESERVED

Hey

London's calling... we're calling too-but just to check in! How's life treating you? Settling into your room? Exploring the city? Trying all the snacks?

We hope you're absolutely loving your stay, but hey, if something's not 100% vibes—whether it's about your room, payments, booking, or literally anything—we're right here.



WE'RE WITH YOU!

Got a question? Feeling stuck? Need a hand? Drop us a ticket and we'll sort it quicker than you can say "mind the gap."

CUSTOMER SUPPORT

You're officially part of the Londonist fam now, and making sure you have the BEST time is kinda our thing.

So don't be shy...

Catch you soon,
Your friends at Londonist

Trying all the snacks?

We hope you're absolutely loving your stay, but hey, if something's not 100% vibes—whether it's about your room, payments, booking, or literally anything—we're right here.



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So don't be shy...

Catch you soon,
Your friends at Londonist



ONE PORTAL.

ALL YOUR NEEDS.

Book services, grab student deals & track payments—all in your Student Portal.



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Londonist DMC

Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

KAYAK

When: 7 days after check-in

From:
reservations@londonist.co.uk

To: Student’s email address

How many times: 1

Action: Kayak and Airport Transfer
link through Student Portal Login



Book Now | About Us | Contact Us

LET'S GET YOU
TO LONDON—FOR LESS!

Hey

Your London adventure is **so close**, and it's time to lock in those travel plans! We're here to help you **find the best flight deals**-so you can spend less on tickets (save some £££ while you're at it) and make more memories!



Why Book Through Us?

 Student-friendly prices—save more for your London bucket list

 No surprise fees—just the best fares upfront

 Flexible options because plans can change

FIND MY FLIGHT

Why Book Through Us?

 Student-friendly prices—save more for your London bucket list

 No surprise fees—just the best fares upfront

 Flexible options because plans can change

FIND MY FLIGHT

Need a lift from the airport?

Skip the arrival stress. Book your **airport transfer** and get straight to your new home—easy, breezy.

BOOK MY AIRPORT TRANSFER

We can't wait to see you in London! Let us know if you need anything—we're always here.

? And don't forget to follow us on Instagram @londonistdmc for student tips, giveaways & London inspo!

See you in the city soon!

Your Friends at Londonist ?



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Londonist DMC

Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

MUSEMENT, LONDON ATTRACTIONS AND BUS/TRAIN TICKETS

When: 2 weeks after checkin date

From:
reservations@londonist.co.uk

To: Student’s email address

How many times: 1

Action: Musement, Ticket Master,
London Attractions, Bus Tours and
Train Tickets.



londonist
DMC



Book Now | About Us | Contact Us

READY TO RUN THIS CITY?
LET’S EXPLORE!

Hey

Hope you're loving London life so far-but trust us, the real adventure is just getting started.

Forget basic sightseeing. We're talking next-level vibes. Wanna make some epic memories? Here's what's waiting for you:

Iconic
Museums & Galleries

Wanna flex your art knowledge? Art? History? TikTok-worthy moments? Yes, yes, and yes.

Museums & Galleries



Concerts & Live Shows

London's live music scene is ?. Secret gigs, huge concerts, and vibes for days.

Concerts & Live Shows



Hidden
Spots & Local Gems

Go where the locals go. Discover secret corners of the city your friends back home haven't even heard of.

Hidden Sports & Local Gems



Bonus

Bus tours, train tickets, and all the travel hacks to keep your exploring game strong!

Bonus



Ready to be a London pro? Book your tickets and start ticking off the bucket list.

Catch you out there,
Your friends at Londonist

Here Are
Our Services

Gadgets

Communication

Food

Travel

Storage Service

Finance

Entertainment

Cleaning

Education

Insurance



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Londonist DMC

Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

GROSS INVOICE

When: When Gross invoice is sent to student

From:
reservations@londonist.co.uk

To: Student email address

How many times: 1 (Its manual process so can be sent as many times as needed)

With Which Action: View and accept License agreement







[Book Now](#) | [About Us](#) | [Contact Us](#)

HERE'S TO MORE SMOOTH BOOKINGS AHEAD

Hey [REDACTED]

Hope you're having a great day!

Please find attached the **Gross Invoice** for your booking with Londonist. Here's a quick summary of the stay:

Accommodation: Drapery Place

Room Type: Premium Ensuite

Check-in: 2026-06-27

Check-out: 2026-09-05

What's attached for you:



Gross Invoice
Full booking amount.

Please find attached the **Gross Invoice** for your booking with Londonist. Here's a quick summary of the stay:

Accommodation: Drapery Place

Room Type: Premium Ensuite

Check-in: 2026-06-27

Check-out: 2026-09-05

What's attached for you:



Gross Invoice
Full booking amount.

If you have any questions or need any extra details, just give us a shout-we're always happy to help!

Thanks so much, and here's to more smooth bookings ahead.

Your friends at Londonist



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Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

COE

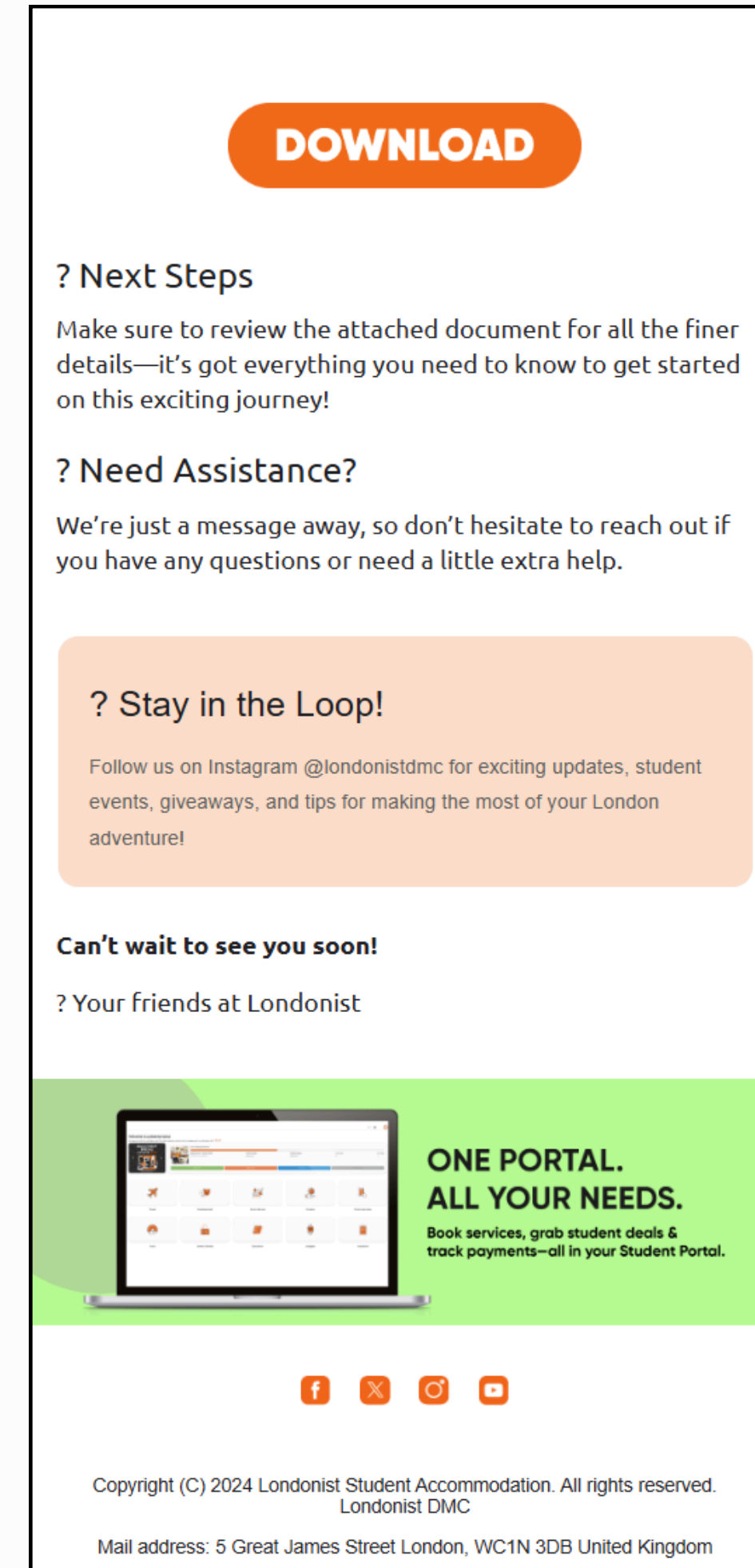
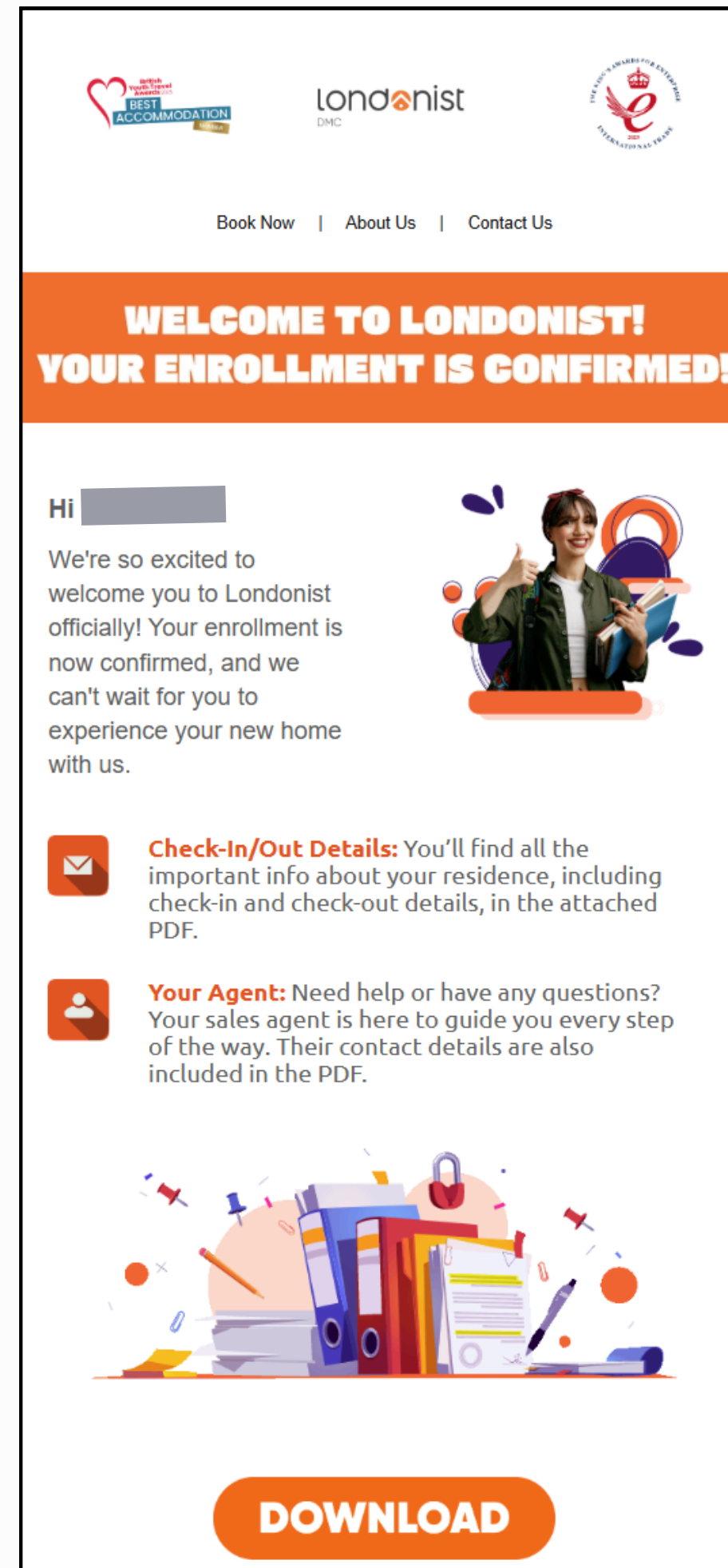
When: When sales agent send COE document to students/partners

From: reservations@londonist.co.uk

To: Student email address

How many times: 1 (Its manual process so can be sent as many times as needed)

With Which Action: View and accept License agreement



LICENSE AGREEMENT

When: When invoices are updated/amended

From:
reservations@londonist.co.uk

To: Student's email address

How many times: 1 (Its manual process so can be sent as many times as needed)

With Which Action: View and accept License agreement



Book Now | About Us | Contact Us

**LET'S MAKE IT OFFICIAL!
REVIEW AND ACCEPT YOUR
AGREEMENT TODAY**

Hey Jingye Wang! ?

Just a quick check-in—did you see our last email with your quote for your London room? Maybe it's not you; it's your mailbox... ?

No worries—your quote is still waiting for you!



**Why This is Important**

Accepting this agreement makes your relationship with Londonist official, and all the terms within the agreement will apply for the duration of your booking. It's super important to read through it carefully to understand your rights, responsibilities, and everything you can expect from us.

[Review & Accept License](#)

**? A Quick Reminder**

This agreement sets the foundation for a smooth and enjoyable tenancy.

If you have any questions while reviewing it, we're just a message away.

**Why This is Important**

Accepting this agreement makes your relationship with Londonist official, and all the terms within the agreement will apply for the duration of your booking. It's super important to read through it carefully to understand your rights, responsibilities, and everything you can expect from us.

[Review & Accept License](#)

**? A Quick Reminder**

This agreement sets the foundation for a smooth and enjoyable tenancy.

If you have any questions while reviewing it, we're just a message away.

The sooner you accept, the sooner we can ensure everything is set for your stay!

We can't wait to make your London living experience one to remember. If you need help or have any questions, feel free to reach out—we're always here for you.

Looking forward to officially welcoming you!

? Your Friends @ Londonist



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Londonist DMC

Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

RECEIPT EMAIL

When: Finance team sends confirmation of received payment

From: finance@londonist.co.uk

To: Student’s email address

How many times: 1 (It Depends on how many times finance team sends receipt)

With Which Action: Download Receipt.



Book Now | About Us | Contact Us

THANK YOU
FOR YOUR PAYMENT!

Hi [REDACTED]

Thank you for your payment! Your receipt is ready to go!

You'll find it attached below.

Every payment brings you one step closer to fully settling your account with us, and we're happy to have you as part of the **Londonist fam**





Need a hand or have questions?
We're here and happy to help- just hit us up!

Already made the payment?
No worries! Just email us the proof of payment at finance@londonist.co.uk so we can update our records.

DOWNLOAD RECEIPT

You'll find it attached below.

Every payment brings you one step closer to fully settling your account with us, and we're happy to have you as part of the **Londonist fam**





Need a hand or have questions?
We're here and happy to help- just hit us up!

Already made the payment?
No worries! Just email us the proof of payment at finance@londonist.co.uk so we can update our records.

DOWNLOAD RECEIPT

Thank you so much for your prompt attention to this!
We're here to make things smooth and easy-just reach out if you have any questions or need help.

Stay awesome!

Your friends at Londonist



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Londonist DMC

Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

AFTER CHECK-IN FEEDBACK

When: 14 days after check-in

From:
reservations@londonist.co.uk

To: Student’s email address

How many times: 1

Action: Trustpilot Review



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THANK YOU FOR
CHOOSING
LONDONIST DMC!



We'd love to hear about your experience so far!



Your feedback helps us improve and helps other students make the right decisions.



It only takes a minute. Click the button to leave your review on [Trustpilot](#).



Trustpilot
★★★★★

Click To Review Us 





Your opinion matters!

Thank you for being part of the Londonist family! 



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Londonist DMC

Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

We are rated 4.7 out of 5



Trustpilot
★★★★★

UPCOMING PAYMENT REMINDER

When: 3 and 7 days before
payment date.

From: finance@londonist.co.uk

To: Student email address

How many times: 2

With Which Action: Login to
portal and make your payment.



londonist

DMC



Book Now

About Us

Contact Us

Hi [REDACTED]

Thank you for being a part of the Londonist family! ? It's time to complete your payment.

Keeping up with your payments helps everything run smoothly—just a few clicks, and you're all set! ✨



Here are your payment details:

Due Amount: £1263.00

Due Date: 2026-06-15

Invoice Number: #43970

How to Pay? ?

You've got a few easy options:

Flywire, Easytransfer and Transfermate:

This is the fastest way! ? Use credit card, Debit card and other online payment methods, and you're good to go. ?

Bank Transfer:

For UK Transfers (BACS):

Account Name: LONDONIST DMC LTD

Bank: Barclays Bank – Piccadilly Circus

Sort Code: 20-71-75

Account Number: 03673456

For International Transfers:

IBAN: GB93 BUKB 2071 7503 6734 56

SWIFT/BIC: BUKBGB22

⚠ **Please note:** International transfers can take up to 3 working days, so it's best to complete it early to avoid delays! !

If you've already paid, no worries—just send us your **proof of payment** at finance@londonist.co.uk so we can update your invoice..

LOG IN TO STUDENT PORTAL

How to Pay? ?

You've got a few easy options:

Flywire, Easytransfer and Transfermate:

This is the fastest way! ? Use credit card, Debit card and other online payment methods, and you're good to go. ?

Bank Transfer:

For UK Transfers (BACS):

Account Name: LONDONIST DMC LTD

Bank: Barclays Bank – Piccadilly Circus

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Account Number: 03673456

For International Transfers:

IBAN: GB93 BUKB 2071 7503 6734 56

SWIFT/BIC: BUKBGB22

⚠ **Please note:** International transfers can take up to 3 working days, so it's best to complete it early to avoid delays! !

If you've already paid, no worries—just send us your **proof of payment** at finance@londonist.co.uk so we can update your invoice..

LOG IN TO STUDENT PORTAL

Make things easier by logging in to your **student portal** and choosing your preferred payment method. Boom—done in minutes! ?

Thank you for being part of the Londonist family! We can't wait to welcome you. ? If you have any questions, just give us a shout—your friends at Londonist are always here to help! ?

Stay amazing... ?

Your friends @ Londonist ?

ALL YOUR NEEDS FOR YOUR LONDON STAY

Student Portal Offerings

● Custom Kitchen Sets

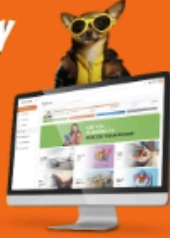
● Appliances

● Bedroom & Bathroom Products

● Airport Transfer

● Room Cleaning

● Storage Service



Follow Us



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Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

UPCOMING PAYMENT REMINDER — PARENT/ GUARANTOR

When: 3 and 7 days before payment date.

From: finance@londonist.co.uk

To: Parent/Guarantor’s email address

How many times: 2

With Which Action: Bank Transfer or online payment.



Book Now | About Us | Contact Us

Dear Parent/Guardian,

We hope you're having a great day! ?



In accordance with the booking details provided by [Student Name], you have been designated as their guarantor/parent, and hence we are contacting you regarding the upcoming payment.

This is a friendly reminder that the next payment for Sevgi Korkmaz's accommodation is due soon. Keeping payments up to date helps us manage bookings smoothly, ensures all services remain uninterrupted, and allows us to continue providing Sevgi Korkmaz with the best possible living experience during their stay.

Here are your payment details:

? Due Amount: £8453.43
? Due Date: 2026-07-23
? Invoice Number: #47505

How to Make the Payment:

Flywire, Easytransfer and Transfermate
The fastest and most convenient way to pay! You can use a credit card, debit card, or other online payment methods to complete your payment securely in minutes.

Bank Transfer

For UK Transfers (BACS):

Account Name: LONDONIST DMC LTD
Bank: Barclays Bank – Piccadilly Circus
Sort Code: 20-71-75
Account Number: 03673456

For International Transfers:

IBAN: GB93 BUKB 2071 7503 6734 56
SWIFT/BIC: BUKBGB22

Please note: International transfers can take up to 3 working days, so we recommend completing the payment early to avoid any delays.
If the payment has already been made, please send the **payment confirmation** to finance@londonist.co.uk so we can update our records.

Thank you for your cooperation and for being part of the Londonist family — we truly value your support. ?

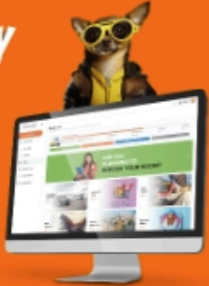
Warm regards,

Londonist

ALL YOUR NEEDS FOR YOUR LONDON STAY
Student Portal Offerings

- Custom Kitchen Sets
- Appliances
- Bedroom & Bathroom Products

- Airport Transfer
- Room Cleaning
- Storage Service



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Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

INVOICE PAYMENT OVERDUE

When: After 3 and 7 days of payment date

From: finance@londonist.co.uk

To: Student’s email address

How many times: 2

With Which Action: Student portal link to check Invoice and make payment.



Book Now | About Us | Contact Us

Hi

Uh-oh! It looks like your payment for your room is a bit behind. No worries—we know life gets busy.

Let’s get this sorted so you can keep enjoying your stay without any interruptions! ? ✨



Here’s what you need to know:

Invoice Number: #43301

Amount Due: £5468.25

Overdue Since: 2026-06-01

? How to Make Your Payment?

We’ve made things easy for you—just log into your Student Portal and pick the payment method that works best:

1

Flywire, Easytransfer or TransferMate – Quick, easy, and done in minutes. ?

2

Bank Transfer – Perfect if you prefer this way! Keep in mind that international transfers can take up to 3 working days.

For direct transfers:

Account Name: LONDONIST DMC LTD

Bank: Barclays Bank, Piccadilly Circus Branch

Account Number: 03673456

Sort Code: 20-71-75

BIC/Swift: BUKBGB22

IBAN: GB93 BUKB 2071 7503 6734 56

? Login and Pay Now:

LOG IN TO STUDENT PORTAL

2

Bank Transfer – Perfect if you prefer this way! Keep in mind that international transfers can take up to 3 working days.

For direct transfers:

Account Name: LONDONIST DMC LTD

Bank: Barclays Bank, Piccadilly Circus Branch

Account Number: 03673456

Sort Code: 20-71-75

BIC/Swift: BUKBGB22

IBAN: GB93 BUKB 2071 7503 6734 56

? Login and Pay Now:

LOG IN TO STUDENT PORTAL

⚠️ Already made the payment? That’s cool! Just email us the proof of payment at finance@londonist.co.uk so we can update our records. ?

Thank you so much for your prompt attention to this! We’re here to make things smooth and easy—just reach out if you have any questions or need help.

Stay awesome ?

Your friends @ Londonist ?

ALL YOUR NEEDS FOR YOUR LONDON STAY

Student Portal Offerings

● Custom Kitchen Sets

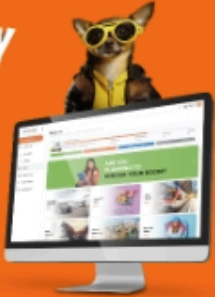
● Appliances

● Bedroom & Bathroom Products

● Airport Transfer

● Room Cleaning

● Storage Service



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Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

INVOICE PAYMENT OVERDUE FOR PARENT/ GUARANTOR

When: After 3 and 7 days of payment date

From: finance@londonist.co.uk

To: Parent/Guarantor’s email address

How many times: 2

With Which Action: Bank Transfer or online payment.



[Book Now](#) | [About Us](#) | [Contact Us](#)

Dear Parent/Guardian,
We hope you are doing well. ?



In accordance with the booking details provided by Khhyaal Parekh, you have been designated as their guarantor/parent, and hence we are contacting you regarding the overdue payment.

This is a friendly reminder that the payment for **Khhyaal Parekh's accommodation** is now overdue and settling this balance at your earliest convenience will help us keep all arrangements and services running smoothly for Khhyaal Parekh's ongoing stay. We truly appreciate your cooperation and prompt attention.

Here are the details:

? **Invoice Number:** #43675
? **Amount Due:** **£996.75**
? **Overdue Since:** 2026-07-24

How to Make the Payment:

1 Flywire, Easytransfer or TransferMate – Fast, secure, and convenient online payment options using credit or debit card.

2 Bank Transfer –

For UK Transfers (BACS):

Account Name: LONDONIST DMC LTD
Bank: Barclays Bank – Piccadilly Circus
Sort Code: 20-71-75
Account Number: 03673456

1 Flywire, Easytransfer or TransferMate – Fast, secure, and convenient online payment options using credit or debit card.

2 Bank Transfer –

For UK Transfers (BACS):

Account Name: LONDONIST DMC LTD
Bank: Barclays Bank – Piccadilly Circus
Sort Code: 20-71-75
Account Number: 03673456

For International Transfers:

IBAN: GB93 BUKB 2071 7503 6734 56
SWIFT/BIC: BUKBGB22

Note: International transfers may take up to 3 working days, so we encourage you to make the payment at your earliest convenience.

If the payment has already been made, please share the proof of payment with us at finance@londonist.co.uk so we can update our records promptly.

Thank you for your understanding and prompt attention to this matter — we truly appreciate your continued support.

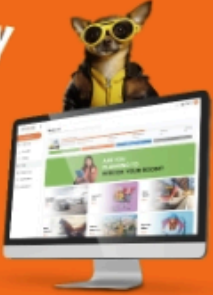
Warm regards,

Londonist

ALL YOUR NEEDS FOR YOUR LONDON STAY
Student Portal Offerings

- Custom Kitchen Sets
- Appliances
- Bedroom & Bathroom Products

- Airport Transfer
- Room Cleaning
- Storage Service



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Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

CHECK-OUT REMINDER

When: 14 and 3 days before
check-out date

From:
reservations@londonist.co.uk

To: Student’s email address

How many times: 2

Action: Book Airport Transfer



Book Now | About Us | Contact Us

CAN YOU BELIEVE
YOUR CHECK-OUT DATE IS
JUST AROUND THE CORNER?

Dear [REDACTED]

Can you believe your check-out date is just around the corner?

Time flies! We hope your experience with Londonist has been one you'll cherish for years to come.



Your check-out date is on **12/06/2026** at 10:00 AM.

 **IMPORTANT NOTES**

⚠ Please make sure to leave your room clean and without any damages at that time so that you can qualify to receive your deposit back.

⚠ Also, kindly be sure to adhere to your check-out date and time to avoid any unexpected extra fees.

Your check-out date is on **12/06/2026** at 10:00 AM.

 **IMPORTANT NOTES**

⚠ Please make sure to leave your room clean and without any damages at that time so that you can qualify to receive your deposit back.

⚠ Also, kindly be sure to adhere to your check-out date and time to avoid any unexpected extra fees.

If you need to extend your stay ►► or want to check out at an earlier date, let us know now so we can support you.

Anything else we can help you with, like an airport transfer? Just click here to book: student.londonist.co.uk

Thank you & best of luck with all your packing! ?

Stay amazing... ?

Your friends at Londonist

**DONATE YOUR SPARE CLOTHING
ON THE HANGER FOR HEARTS
IN YOUR ROOM AND HELP FUND
LIFESAVING RESEARCH.**





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Londonist DMC

Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

EXTENSION MAILING – 1

When: 15 days before check-out
Date

From:
reservations@londonist.co.uk

To: Student email address

How many times: 1

With Which Action: Whatsapp
Chat for extension request and
get free cleaning



[Book Now](#) | [About Us](#) | [Contact Us](#)

LEAVING ALREADY?
EXTEND YOUR STAY &
KEEP THE VIBES GOING!

Hey [REDACTED]

Can you believe it? Your London adventure is wrapping up in just a couple of weeks-but why stop now? Stick around a little longer, and we'll make it extra worth your while:

Fresh Space, Who Dis?

We'll give your room a deep clean so it's ready for your extended stay.





No Rush, Just Vibes

Need more time? Take it. We're all about keeping things easy, breezy, and flexible.

Stay in the Fam

Why say goodbye to the Londonist crew (and your new fave city) so soon?



Ready to keep living your best London life?

EXTEND MY STAY

Need help or wanna chat about options? We're just a message away. Let's make it happen!

Catch you soon,
Your friends at Londonist

EXCLUSIVE
SPECIAL
OFFERS



[londonist.co.uk](#)



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Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

EXTENSION MAILING – 2

When: 10 days before check-out
Date

From:
reservations@londonist.co.uk

To: Student's email address

How many times: 1

With Which Action: Whatsapp
Chat for extension request and
get free cleaning



Book Now | About Us | Contact Us



Don't Move Out! Glow Up Instead

Extend Your Stay
to Get a Free Cleaning

Why pack up when you can kick back? Extend your stay at **Londonist DMC** and enjoy a **FREE professional room cleaning** – because you deserve a refreshed space without the stress of moving out.

Stress-Free Living

Skip the packing, skip the chaos — keep enjoying your cosy room.





Flexibility First

Skip the packing, skip the chaos — keep enjoying your cosy room.

Community Vibes

Skip the packing, skip the chaos — keep enjoying your cosy room.



Ready to glow up your stay and enjoy your free room cleaning?

Don't wait – **extend your stay today!**

[Extend Your Stay Now](#)



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Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

EXTENSION MAILING – 3

When: 5 days before check-out Date

From: reservations@londonist.co.uk

To: Student email address

How many times: 1

With Which Action: Whatsapp Chat (General Sales number) for extension request and get free cleaning



londonist

DMC



Book Now

|

About Us

|

Contact Us

WAIT... YOU'RE LEAVING ALREADY?
LET'S CHANGE THAT!

Hey Lyan Alamoodi!

5 days left? Say it isn't so!
But hey, what if we told you
it doesn't have to end?

This is your sign to keep the
London dream alive a little
longer. Whether you need
more time to chill, explore,
or just avoid packing your
bags (we get it), we've got
you.



Why Stop Now?



Still so much to do?

Stay and tick off those last-minute London musts.



Already feeling at home?

Keep your cosy setup going strong.



Need flexibility?

We make extending simple, smooth, and stress-free.

Hit the button below to chat with us about staying longer:

Why Stop Now?



Still so much to do?

Stay and tick off those last-minute London musts.



Already feeling at home?

Keep your cosy setup going strong.



Need flexibility?

We make extending simple, smooth, and stress-free.

Hit the button below to chat with us about staying longer:

EXTEND MY STAY

And psst... extend now and we'll make sure your room stays
fresh and comfy for your bonus time.

Talk soon,
Your friends at Londonist

EXCLUSIVE
SPECIAL
OFFERS



londonist.co.uk









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Londonist DMC

Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

CUSTOMER SUPPORT

Following are the emails and communications sent to students when there is any complaint or request registered by student through multiple channels.



TICKET REGISTERED BY STUDENT

When: As soon as student submits request via student portal or explains issue on Live chat.

From:
studenthelp@londonist.co.uk

To: Student's email address

How many times: 1

With Which Action: Student Portal Link



SUPPORT REQUEST CREATED

Hi [Student Name],

Thank you for reaching us, Your support request has been successfully created, and our team will assist you as soon as possible.

Here are your support request details:

Request ID: [TICKET_ID]

Created Date: [TICKET_CREATED_DATE]

Average Response Time:
[AVARATE_RESPONSE_TIME]

Status: [TICKET_STATUS]

You can view and track your support request through the **Student Portal**. Click the button below to access your support request.

[View Your Support Request](#)

UPDATE ON STUDENT'S TICKET

When: As soon as there is update on student's request

From:
studenthelp@londonist.co.uk

To: Student's email address

How many times: 2

Action: Student Portal Link



SUPPORT REQUEST UPDATE NOTIFICATION

Hi [Student Name],

There is a new update on your support request. Please find the latest details below:

Here are your support request details:

Request ID: [TICKET_ID]

Last Update: [TICKET_LAST_UPDATE]

Current Status: [TICKET_STATUS]

Update Details: [UPDATE_DETAILS]

New Comment:

[TICKET_MESSAGE]

You can view and track your support request through the **Student Portal**. Click the button below to check your support request updates.

[View Your Support Request](#)

UPDATE ON STUDENT'S TICKET RESOLUTION

When: As soon as the student request is resolved.

From:
studenthelp@londonist.co.uk

To: Student's email address

How many times: 1

Action: Student Portal Link



SUPPORT REQUEST RESOLVED NOTIFICATION

Hi [Student Name],

Your support request has been marked as resolved.

Here are the final details:

Request ID: [TICKET_ID]

Resolution Update: [CLOSED_DATE]

Status: [TICKET_STATUS]

Final Comment: [TICKET_MESSAGE]

If your issue persists or if you need to reopen this support request, you may Do so through the **Student Portal** within the next 7 days. After This period, your support request will be permanently closed.

[View Your Support Request](#)



POST CHECK-OUT

Following are the emails and communications sent to students post check-out, including
feedback requests

DEPOSIT REFUND EMAIL

When: 1 day after Check-out date

From: finance@londonist.co.uk

To: Student email address

How many times: 1

With Which Action: Tutorial on how to request deposit refund



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Dear [REDACTED]

Today is your check-out day, and we're sorry to see you go ?.

But we sure do hope that you enjoyed your stay with Londonist.



We have a Great news for you. This email is here to help with your deposit refund! We've got a super easy step-by-step guide to walk you through the process. And if you want the full scoop, check out out quick tutorial too!

To keep things smooth and fast, just double-check that everything is filled out and accurate. We are here to make this as easy as possible for you!

WATCH TUTORIAL

To keep things smooth and fast, just double-check that everything is filled out and accurate. We are here to make this as easy as possible for you!

WATCH TUTORIAL

Kudos, you've done your part now. You may sit back and relax while we check if you meet our deposit refund requirements ?.

Please note: Refunds can take up to 4-6 weeks to process — thank you so much for your patience ??

Once again, thank you so much for choosing Londonist. We really hope to see you back again!

Stay amazing... ?
Your friends @Londonist

EXCLUSIVE
SPECIAL
OFFERS

londonist.co.uk



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Londonist DMC

Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

DEPOSIT REFUND REQUEST RECEIVED

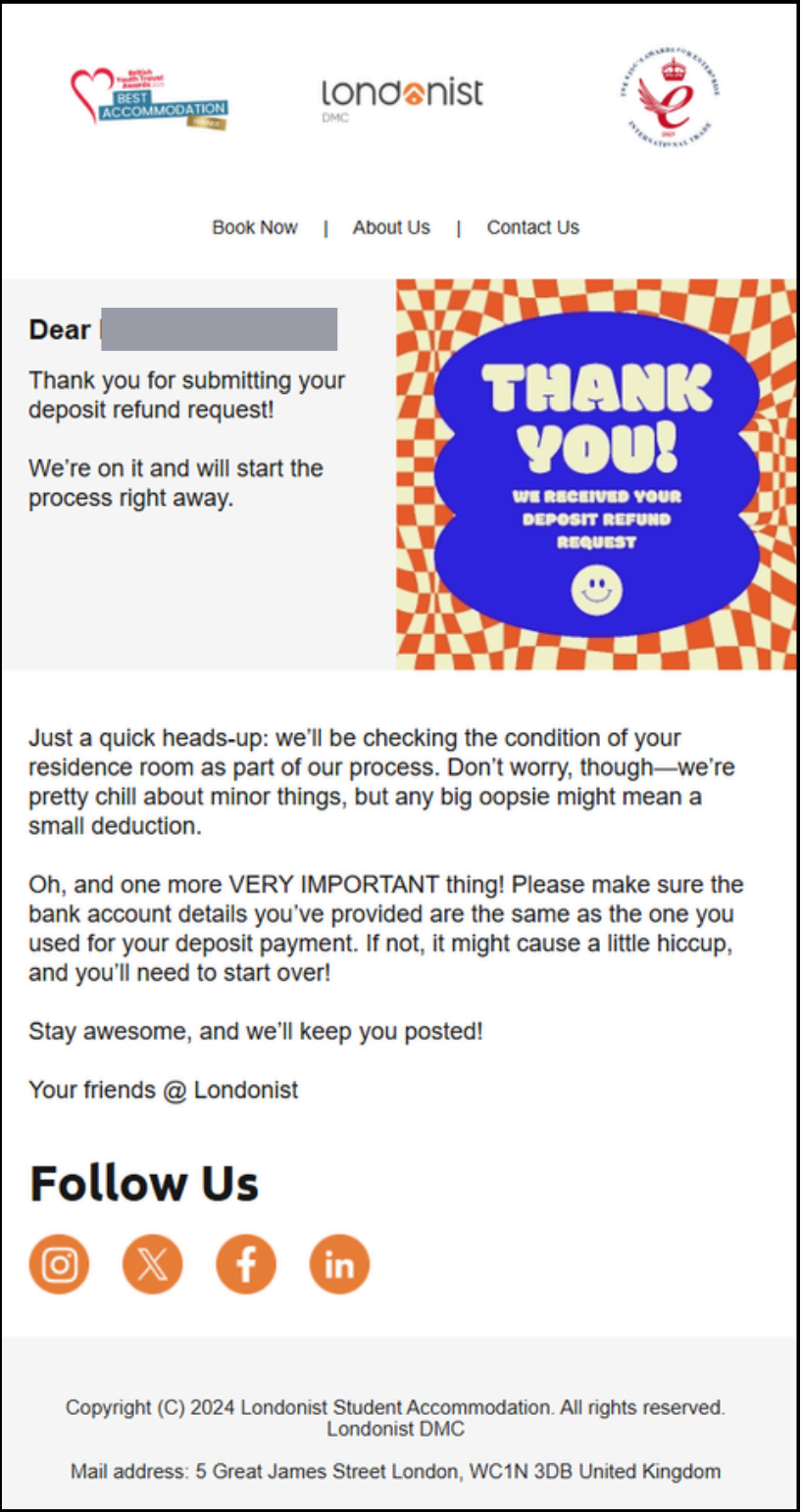
When: As soon as student submits refund request

From: finance@londonist.co.uk

To: Student’s email address

How many times: 1

With Which Action: None



DEPOSIT REFUND REJECTION

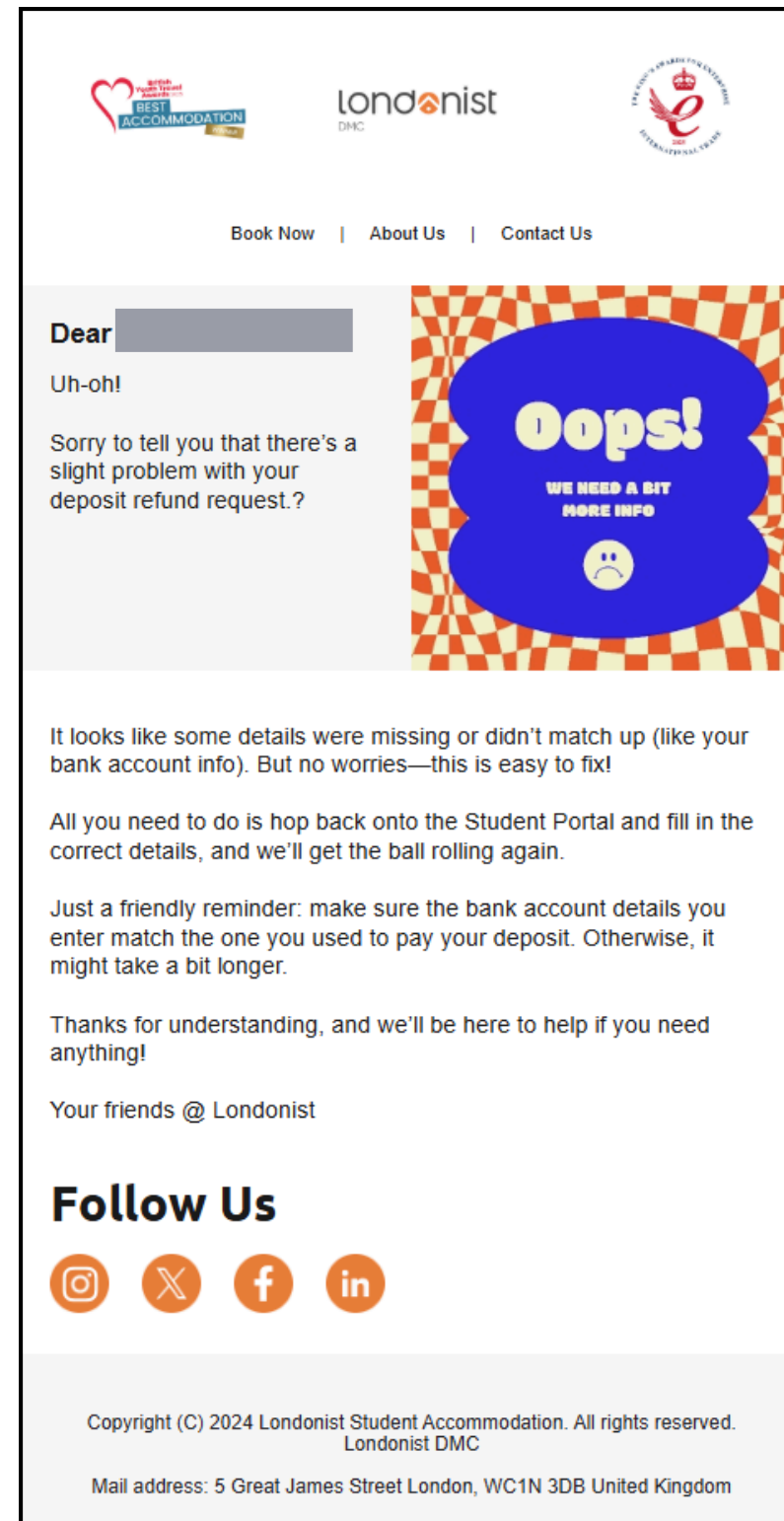
When: As soon as finance team rejects the request through MP

From: finance@londonist.co.uk

To: Student's email address

How many times: 1

With Which Action: Asking student to resubmit request with correct details.



AFTER CHECK-OUT FEEDBACK

When: 14 days after check-out date

From:
reservations@londonist.co.uk

To Who: Student’s email address

How many times: 1

With Which Action: Trust Pilot review



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THANK YOU FOR
BEING PART OF
OUR JOURNEY!



We hope you had a great experience with **Londonist DMC!**



Your feedback helps us improve and helps other students make the right decisions.



It only takes a minute. Click the button to leave your review on **Trustpilot.**



Trustpilot
★★★★★

Click To Review Us 



Your opinion matters!

Thank you for being part of the Londonist family! 





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Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

We are rated 4.7 out of 5

Trustpilot
★★★★★

MEMBERSHIP AND ONBOARDING PACK THROUGH STUDENT PORTAL – AUTO EMAILS

Following Auto emails are sent to student based on request made by student to buy, upgrade or cancel subscription on Membership packs through student portal



MEMBERSHIP SUBSCRIPTION

When: As soon as student buys
Membership pack from Student
Portal

From:
reservations@londonist.co.uk

To: Student’s email address

How many times: 1

With Which Action: Student Portal
Link







[Book Now](#) | [About Us](#) | [Contact Us](#)

Hi [Student Name],

Thanks for subscribing to the [Package Name] membership, and welcome to smoother, smarter student living! ?



? Your Hubby eSIM code will be delivered via email

? Your Tastecard for unbeatable food and lifestyle deals

? Extras and services included in your plan, arriving to your door or inbox soon!

This is a monthly subscription, so everything continues automatically unless you choose to cancel. No stress, no interruptions. ?

Want to check your status or manage your membership? Just log in to your Student Portal:

GO TO STUDENT PORTAL

? Your Hubby eSIM code will be delivered via email

? Your Tastecard for unbeatable food and lifestyle deals

? Extras and services included in your plan, arriving to your door or inbox soon!

This is a monthly subscription, so everything continues automatically unless you choose to cancel. No stress, no interruptions. ?

Want to check your status or manage your membership? Just log in to your Student Portal:

GO TO STUDENT PORTAL

If you have any questions, we’re just a message away. So glad to have you on board! ? ✨

Your Friends at Londonist

EVERYTHING STUDENT LIFE

One App!

Find your room.
Book your services.
Track it all, right here.



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Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

MEMBERSHIP SUBSCRIPTION UPGRADE

When: As soon as student upgrades Membership pack from Student Portal

From:
reservations@londonist.co.uk

To: Student’s email address

How many times: 1

With Which Action: Student Portal Link redirecting to membership packs



Book Now | About Us | Contact Us



Hi [Student Name],

Great news! Your membership has been successfully upgraded to the **[Package Name]** package! ?

You’ve just reached to a new level of ease and support for your London life, including:



Extra services



Bonus add-ons



Upgraded coverage or support

Your new membership is now live, and all the extras kick in right away. ?
It’ll renew monthly, so you’ll keep enjoying the upgraded experience without interruption.

Want to check out what’s included? Just hop over to your **Student Portal** any time:



Extra services



Bonus add-ons



Upgraded coverage or support

Your new membership is now live, and all the extras kick in right away. ?
It’ll renew monthly, so you’ll keep enjoying the upgraded experience without interruption.

Want to check out what’s included? Just hop over to your **Student Portal** any time:

VIEW MY MEMBERSHIP

We hope you enjoy your new membership — and if you need anything, you know where to find us. ?

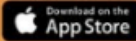
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Mail address: 5 Great James Street London, WC1N 3DB United Kingdom

When: As soon as student unsubscribes Membership pack from Student Portal

To: Student's email address

How many times: 1

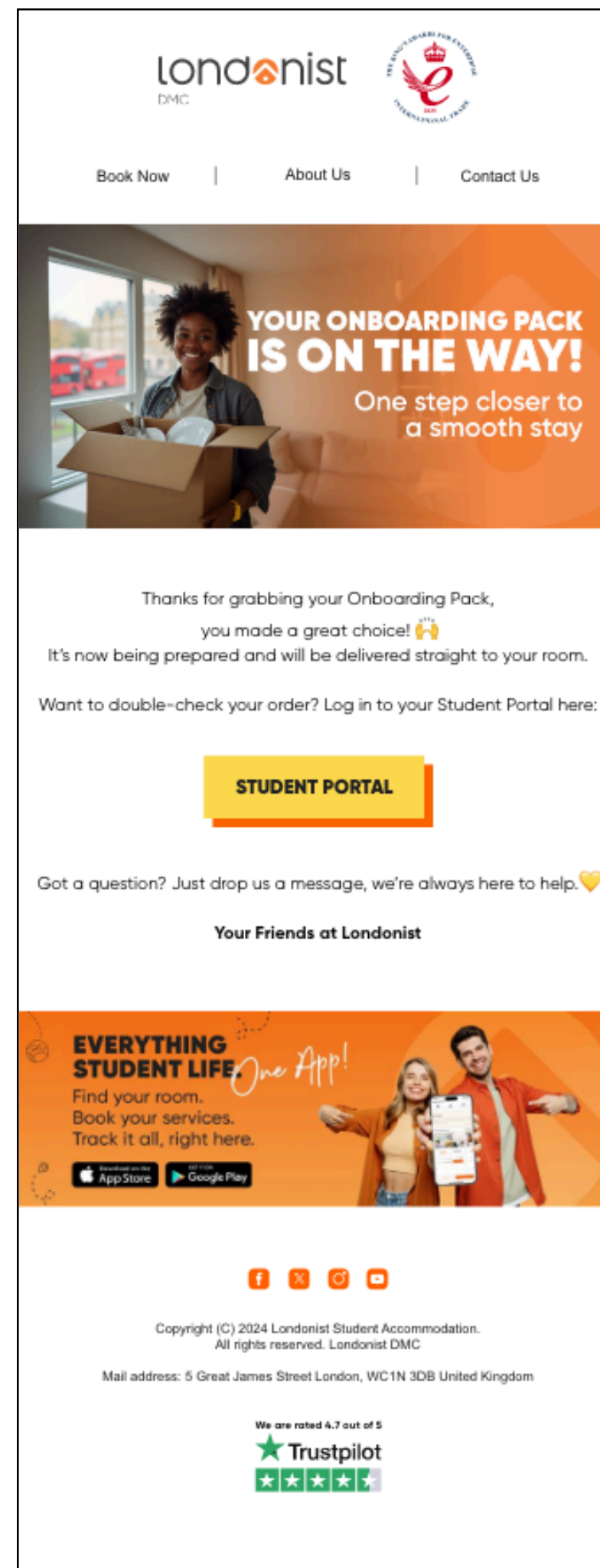
With Which Action: Student Portal Link

When: As soon as student buys Onboarding pack from Student Portal

To: Student email address

How many times: 1

With Which Action: Student Portal Link



LONDONIST DMC STUDENT GUEST JOURNEY

END OF GUEST JOURNEY

JULY 2026