Sales Procedure Handbook



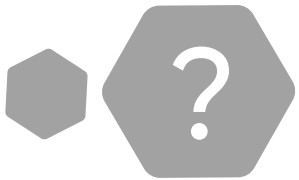
londonist
DMC

About Londonist

Londonist DMC is a multi-award winning student accommodation agency. Since 2013, we provide our clients with both short and long-term accommodation, flexible booking periods from 2 weeks up to 51 in more than 50 locations in and outside of London. We are leaders in finding the greatest "home away from home" for our students and we pride ourselves to offer a 5 stars customer service for 5 stars experience at our rooms.

Booking Procedure

Quote sent to student.



Has the student within 48 hours of accepting the quote paid the deposit?

01. YES



Price of the room confirmed.

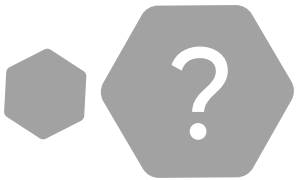
NO .02



Quote expired, no booking.

If YES, proceed to the next page for the next step. If NO, you should pay the deposit to proceed

Price of the room confirmed.



Has the student paid the first instalment and bedding and service fee within 48 hours of quote being accepted?

03. YES



Room secure, student can check in as normal.

NO .04



Booking cancelled, deposit non-refundable.

If YES, student can proceed with the check-in. If NO, booking is cancelled without the deposit payback.

Room secure, student can check in as normal.

05. YES



Fine to check out and room to be inspected.



Is the student ready to check out at 10am on End Date?

06. NO



Student to be charged £50 per hour for late check-out



Upon inspection, is there any issues or damage to the room?



07. YES



Deposit to be non-refundable or partially refundable dependant on damage

08. NO

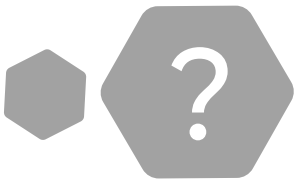


Deposit refunded as normal within 4-6 weeks upon completion of form.

When the check-in completed, next step is to make sure the students check-out on time.
At the check-out period, room will be inspected for any damage. If there is no damage, deposit will be refunded.

Termination and Cancellation Policy

Student would like to cancel their booking.



Has the student already checked in?

01. **YES**



Would the student like to find a placement tenant to take over the room?

NO **.02**



How many weeks left until check-in?

If YES, student can find a tenant to replace the room with £100 charge. If NO, there is no refund for the cancellation.

Would the student like to find a replacement tenant to take over the room?

03. YES



Student must find replacement tenant and will be charged £100 for the transfer. Replacing student will be treated as a new student.

04. NO



No refund. student liable for the full amount. Deposit refunded if no damage to room.

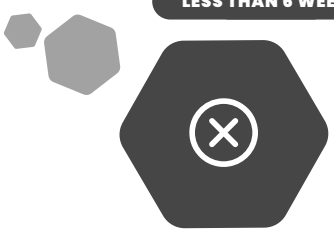
How many weeks left until check-in?

05. MORE THAN 6 WEEKS



Student can cancel and will be liable to pay the deposit and bedding and service fee.

06. LESS THAN 6 WEEKS



Student can cancel and will be reliable to pay 6 weeks cancellation fee, deposit, bedding and service fee.

Cancellation policy depends on the number of weeks left until check-out. Check the 5th and 6th steps.

Visa Refusal Policy

Student has an issue with their visa

Has the student's visa been rejected or hasn't arrived in time?

01. REJECTED



Has the student provided us with a letter of rejection within 7 days from the Embassy?

HASN'T ARRIVED .02



Student will be subject to regular cancellation policy.

If rejected, please proceed with the next page

Has the student provided us with a letter of rejection within 7 days from the Embassy?

03. YES



Student will be liable to pay deposit, remaind will be refunded

NO .04



Subject to regular cancellation policy