



THE UNIVERSITY OF
SYDNEY

Student accommodation Visa / MasterCard surcharge

Frequently asked questions

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Please read the frequently asked questions below for more information about the Visa / MasterCard surcharge. If you have any additional enquiries, please contact [Student Accommodation Services](#).

1. Does this surcharge apply to all accommodation fees?

The surcharge applies to all payments (eg. acceptance fee, rent, administrative fees) made to Student Accommodation Services by Visa or MasterCard.

2. What methods of payment incur a surcharge?

The surcharge will apply to all payments of rents and fees made with a Visa or MasterCard credit card (issued by any bank) and the Western Union online credit card payment process, which we are introducing in 2017 (Please note this method is different to Western Union's bank transfer method, which doesn't incur a surcharge. See below for more information).

3. Are there other ways to pay without incurring a surcharge?

Yes, there are options available that do not incur a surcharge. However, this is only limited to rent and other administrative fees. Surcharge-free payment options are not available for acceptance fees.

If you are paying in Australian dollars, you can use BPay, a secure way to pay from your cheque or savings account.

If you are paying in foreign currency, you can use Western Union Bank Transfer, a secure method to pay from your bank account with a bank transfer.

4. How do I use BPay or Western Union's bank transfer method?

General information about these services can be found on each provider's website:

- [BPay](#)
- [Western Union \(bank transfer\)](#).

5. Will this affect my past fee payments?

No, this will only apply to all Visa or MasterCard payments made from 9am 15 February, 2017.

6. Can I make payment an upfront payment for my 2017 rent now to avoid the surcharge?

Yes, the surcharge will only come into effect on payments made by Visa or MasterCard from 9am 15 February, 2017. Please contact your accommodation reception for further advice.

7. Can I pay with a different credit or debit card, such as American Express or Diners Club?

No, the University only accepts Visa and MasterCard.

8. What happens if I get a refund?

The surcharge will be refunded as well, in full, if the refund is for the full amount of rent or fees paid; or on a pro-rata basis if a partial amount of rent or fees is being refunded.

9. How is the surcharge calculated?

The rate of 0.8 percent is the lowest reasonable cost of acceptance incurred by the University. It has been set in accordance with [Reserve Bank of Australia guidelines](#).

10. Who do I contact if I want to know more?

If you have any additional enquiries, please contact [Student Accommodation Services](#).