Booking Process

Student Living

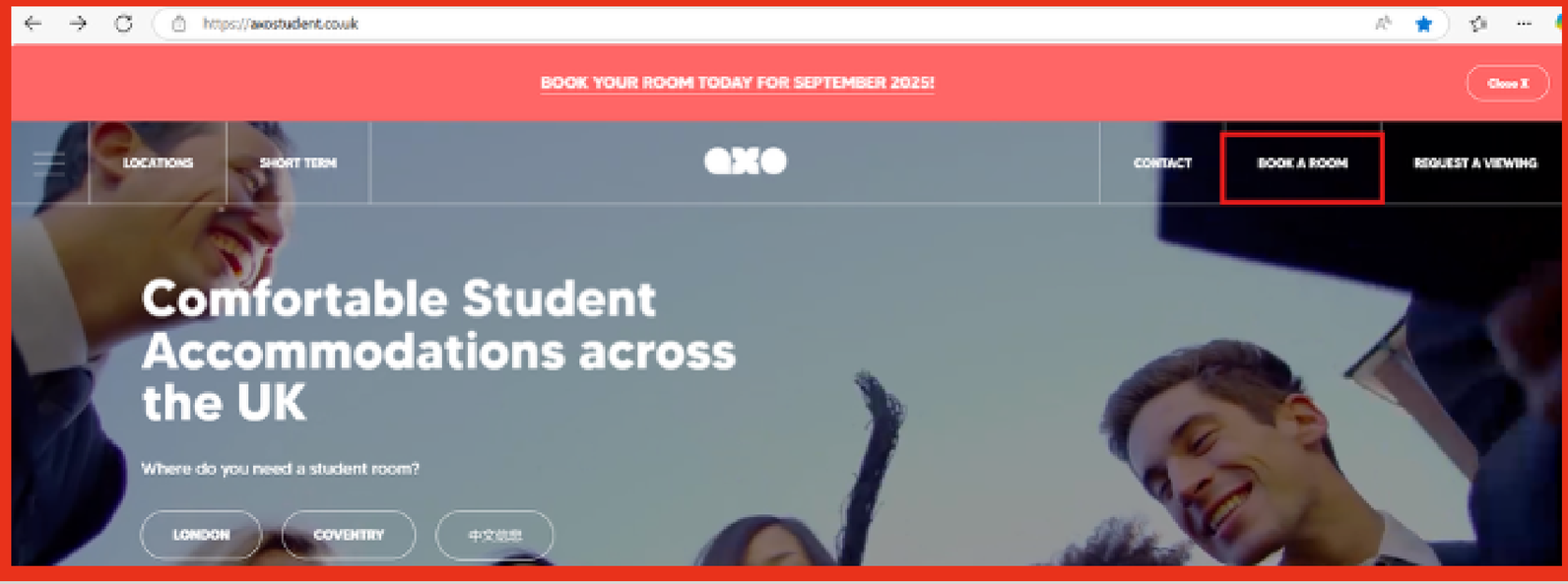
Option 1 - With Channel Manager access via API (Partners & Marketplaces):

- Bookings can be made via API through the channel manager via StuRent. This is the fastest and most effective method to ensure referral tracking.
- For those who do not have the API setup, you will need to complete the booking process via the AXO website. Once the booking is completed, please send an email to our sales team, who can assist with adding the referral information to the booking, provided that no other agent is already attached to it.

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Option 2: Manual Booking

- **Step 1: Book via AXO Website**
- Visit: AXO Student Living Website
- Use one of the following options:
- Click "Book A Room" at the top-right of the homepage.
- Or go to a property page and click "BOOK NOW" on your preferred room type.



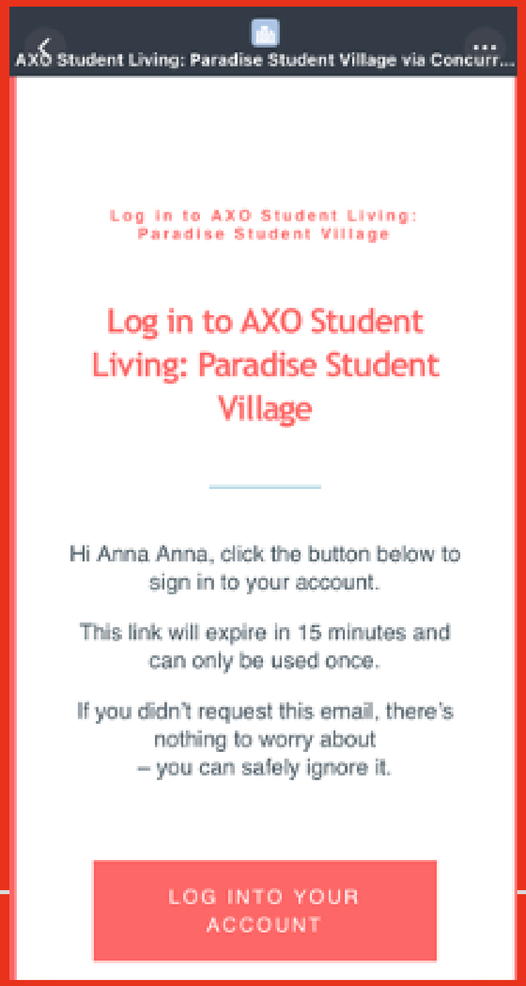
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- **Step 2: Complete Initial Booking Form**
- Select the property.
- Choose the contract length.
- Fill in the student’s details.
- Submit the form.

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Step 3: Student Receives Email Invitation

- Student receives an email with a link to the Concurrent portal to complete the booking.



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Step 4: Complete Booking in Concurrent Portal

1. Login to Concurrent portal.
2. Select the contract.



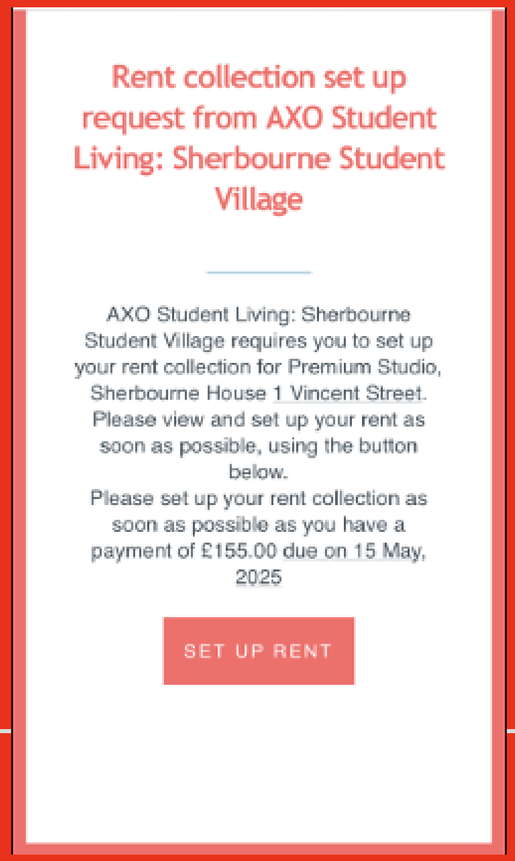
3. Complete all required personal and contact details:
   - First name, last name, email, phone, nationality
   - Permanent (home) address
4. Choose a Rent Instalment Plan:
   - Full payment
   - 3 instalments
   - 10 instalments (available for the 43 weeks and 51 weeks contracts, for the Coventry properties only)

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- **Step 4: Complete Booking in Concurrent Portal**

5. Fill out Additional Information:
   - Date of birth, university/course information
   - Address history (last 3 years), current address
   - Emergency contact
   - Upload a valid photo ID
6. Review and sign the Tenancy Agreement – must be completed by the student.
7. AXO countersigns the agreement.
8. Student receives a payment email to pay the Advance Rent



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- **Step 5: Pre-arrival requirements**
- **Student receives an email to:**
- Book an arrival slot
- Upload required documents:
- Valid passport
- Student status letter
- Share code
- Set up rent collection to pay the first instalments.

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