

FAQs

1. Can I get directions to the hostel?

ANS: Kindly drive or move to the Directorate of Student's Affairs (DoSA) Office at the commercial area (ask anyone you are going to the commercial area) with your luggage. You will be picked and sent to the hostel

2. I don't see any bank account number to pay my hostel fees into on the booking invoice

ANS: There is no need for any account number. Just go to **CAL** or **CBG** bank and tell them you are paying for KNUST Private Hostel. They know the account to pay into.

3. I don't have the full amount, can I make part payment?

ANS: The banks allow only full payment and hence part payment will not be accepted there.

4. I don't know where the nearest CAL Bank or CBG Bank is

ANS: Check your booking invoice and read instruction Number 5. Click on the link of the preferred bank for a list of their branches closest to you.

5. There is no CAL Bank or CBG Bank close to me

ANS: Check your booking invoice and read instruction **Number 4**. Follow the prompts to make your payment.

6. How will I get a receipt after paying via MoMo?

ANS: A receipt will be generated for you at the same place you clicked to Pay Using MoMo. Just log in again and download your receipt.

7. I want to pay using MoMo but I don't know the number to use

ANS: You don't need any MoMo number to pay to. Just follow the instruction Number 4 on your booking invoice. Payment will be received.

8. I wanted to pay using MoMo but the amount is higher than the one on my booking invoice.

ANS: Yes, the platform processing your payment on your behalf has a service processing fee that has been added to your fee.

9. I wanted to pay using MoMo but I don't know if it is legit.

ANS: Yes, it is legit. We made MoMo/Debit card payment option available for people who don't have the partner banks available in their vicinity. Don't be scared to pay using that option as described in instruction **Number 4**.

10. I want a hostel that is closer to my department or faculty

ANS: All hostels on the platform have shuttle services to convey students to the faculty area. No hostel is too far from the faculty area.

11. The teller says s(he) can't find my booking on the platform.

ANS for CAL Bank: You probably talk to the teller directly. Tell the teller to call the KNUST branch of the CAL Bank for assistance.

ANS for CBG Bank: You talk to the teller directly. Tell the tell to use their **Collection Platform** and search for **Student Room Booking Application** and use that for the payment.

12. Can I come with a gas cylinder to the hostel?

ANS: No, only electric hot plates are allowed in the hostels

13. I am a continuing student and I want to book a hostel

ANS: Visit the www.studentroombook.com and select your preferred hostel.



studentroombook.com