

URBANEST

AGENT BOOKING INFORMATION



YOUR CONTACT AT URBANEST

For all agent bookings and enquiries for urbanest properties in Australia, please contact your in-market office using the details below.

Australia and rest of world

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Enquiries and bookings are responded to within 48 hours (Monday to Friday).

1. HOW TO MAKE A BOOKING

1. Fill out an Agent Application Form

Either the student, or yourself on behalf of student, needs to fill out our urbanest agent application form. Please ensure that all fields are filled out completely and correctly.

2. Email your application form to your local agent

Please be aware that the room cannot be guaranteed until the application has been approved, the applicable bond and advanced rent has been paid to urbanest and the booking has been confirmed.



2. HOW TO CONFIRM A BOOKING

Once a room/studio has been placed on hold, an e-mail with further information on how to confirm the booking will be sent to student and to the agent.

*On-hold bookings are on-hold for 48 hours, so kindly ensure that the student is following the instructions as per the e-mail. On-hold bookings can be extended when the student arranges to pay the deposit via bank transfer. A copy of the bank transfer receipt is required in this instance.



3. ONCE THE BOOKING IS CONFIRMED

Once the deposit payment has been received by urbanest and the student's booking has been confirmed, the student will be sent an e-mail confirming the booking. The agent will be informed in a separate e-mail.

Once the booking has been confirmed, should the student have any questions regarding their room, checking in, etc, our on-site team at the urbanest property the student has booked at can be contacted directly.

Alternatively, please feel free to contact us with any queries.