Cancellation Policy

Cancelling your booking prior to moving in

- Once the agreement has been signed by you and countersigned by Almero Student it will legally binding and no cooling off period shall apply.
- Cancellation will be considered if it falls under the below reasons.

If your university offer is withdrawn

- If you are a prospective first year undergraduate student and your offer of a place at your preferred University/Higher Education Institution is withdrawn by the University/Higher Education Institution as a result of you not achieving their required entry grades, you may be eligible to be released from this agreement. To apply to be released from this agreement in the circumstances referred to above, you will need to supply us with a copy of:
    1. a written rejection letter from your chosen university/college or UCAS or a screen shot of your UCAS status which confirms that the required results were not achieved; or
    2. a copy of the proof of acceptance of your new university by UCAS adjustment.
- These document(s) must be received by us within 7 calendar days from the date your results are published. Please email the documentation to enquiries@almerostudent.com. On receipt of the required documentation, it will be verified and, provided we are satisfied, we will cancel your agreement and refund any deposit or advance rent paid in full.
- Please note, this offer is only available to 1st year students

Postgraduate Students

- If you are a prospective postgraduate student and your offer of a place at your preferred University/Higher Education Institution is withdrawn by the University/Higher Education Institution as a result of you not achieving their required entry grades or you have decided to attend university at a different city to the one you booked your accommodation in, you may be eligible to be released from this agreement. To apply to be released from this agreement in the circumstances referred to above, you will need to supply us with a copy of:

1. a written rejection letter from your chosen university/college or UCAS or a screen shot of your UCAS status which confirms that the required results were not achieved; or
2. a copy of the proof of acceptance of your new university.

- These document(s) must be received by us within 7 calendar days from the date your results are published or the date you received acceptance from your new university. Please email the documentation to enquiries@almerostudent.com. On receipt of the required documentation, it will be verified and, provided we are satisfied, we will cancel your agreement and refund any deposit or advance rent paid in full.
- Please note, this offer is only available to prospective postgraduate students.

If your VISA application isn't approved

- If your application for a VISA to study in the UK isn't approved, then you may be eligible to be released from this agreement. To apply to be released from this agreement for these circumstances, then please send us the following:
    1. An official letter or email confirming that your VISA has been rejected
    2. An email or letter from your university, confirming that you will no longer be studying due to your VISA being rejected.
- These document(s) must be received by us within 7 calendar days from the date your results are published. Please email the documentation to enquiries@almerostudent.com. On receipt of the required documentation it will be verified and, provided we are satisfied, we will cancel your agreement and refund any deposit or advance rent paid in full.

Cancelling your booking after moving in

If you need to cancel your booking after moving in, you must discuss this with your Property Manager.

In the case that there is an exceptional circumstance causing you to withdraw from your accommodation, the Property Manager will ask for you to send them evidence to support your application to cancel.

An exceptional circumstance could be any of the following:

- Medical grounds
- Mental Health
- VISA issues
- Withdrawal from University (for a specific reason)

Please note, this list is not exhaustive and each application will be treated on a case by case basis. Dependent on the circumstance, your application to be released from your tenancy agreement is not guaranteed to be approved.

If you are applying to be released from your tenancy without an exceptional circumstance, you are likely to be held liable for your tenancy agreement. This will mean that you are responsible for paying any rental amounts due until you are able to find a replacement tenant. Almero Student is does not take responsibility for sourcing replacement tenants.

Where a replacement tenant is found, you will be released from your contract as of the day that the new tenant’s agreement begins.