

Cancellation Policy (England and Wales) 2020/2021

Please note this policy does not apply to our residences in Scotland.

We understand that booking a room in student accommodation can be a big decision. We also know that bookings are often made before you know what your exam results will be and that your personal circumstances may change unexpectedly prior to you moving into your new accommodation.

This policy sets out the process for requesting a cancellation and the fees involved.

Unless the context otherwise requires, words and expressions defined in your Assured Shorthold Tenancy Agreement shall have the same meanings in this Cancellation Policy.

Bookings made prior to 1 June 2020

If you sign your Tenancy Agreement prior to 1 June 2020 and you have not collected the keys to your Room, you may cancel your Tenancy, by giving notice in writing or by e-mail to the General Manager at the Property, at any time during the period of twenty-eight (28) days after the date on which you sign your Tenancy Agreement (the “**Stage 1 Cooling-Off Period**”). Once we receive such a notice, we will confirm receipt, cancel your Tenancy and will refund your Advance Rent Payment of £250.00, together with any other payments of Rent you may have made.

Bookings made on or after 1 June 2020

If you sign your Tenancy Agreement on or after 1 June 2020 and you have not collected the keys to your Room, you may cancel your Tenancy, by giving notice in writing or by e-mail to the General Manager at the Property, at any time within the period of fourteen (14) days of the date on which you sign your Tenancy Agreement (the “**Stage 2 Cooling-Off Period**”). Once we receive such a notice, we will confirm receipt, cancel your Tenancy and will refund your Advance Rent Payment of £250.00, together with any other payments of Rent you may have made.

Cancelling outside the Stages 1 and 2 Cooling-Off Periods

Outside the Stages 1 and 2 Cooling-Off Periods, you may request to cancel your Tenancy, by notice in writing or by e-mail to the General Manager at the Property. However, you will remain liable for the Rent payable under the Tenancy Agreement until a suitable replacement tenant has been found. In addition, should a suitable replacement tenant be found, you will, in accordance with the terms of your Tenancy Agreement, be required to pay a fee of £50.00.

One less worry if you don't receive your grades

This is applicable to prospective first-year undergraduate students only.

If you are not successful in obtaining your place at your chosen University, then don't worry, we can help. Firstly, we may be able to transfer you to another one of our residences if you are going to study elsewhere. If you are not going to study elsewhere or we do not have accommodation available in your new city/town of study, we will release you from your Tenancy Agreement provided the following criteria are met:

1. You submit your request to cancel, in writing or by e-mail to the General Manager at the Property, before 26 August 2020; and
2. You provide the General Manager with a copy of your rejection letter from the University or UCAS.

Once we have your request, we will confirm receipt and refund your Advance Rent Payment of £250.00, together with any other rent payments you may have made.