

## Cancellation Policy



To secure your Room, you must complete the following within 3 days of receiving this lease agreement (these 3 days are known as the "Decision Making Period"):

1. Pay the first month's rent and the security deposit
2. Both the tenant and the guarantor must sign the lease agreement.

If you have not paid the first month's rent and the security deposit on the booking date, it must be paid no later than the end of the Decision Making Period.

Failure to pay the first month's rent and the security deposit within the required time frame may result in the cancellation of your reservation by us.

Cancelling within the Decision Making Period

If you inform us of your intention to cancel during the Decision Making Period, any advance payment of rent and security deposit already made will be refunded to you within a reasonable time.

Taking no action throughout the Decision Making Period

If at the end of the Decision Making Period if you have taken no action, i.e. not signed and accepted your Tenancy Agreement and/or have not paid your first rent and security deposit, your offer will be canceled in our system and your room will be made available for someone else to reserve.

## **Termination after Acceptance of Your Lease Agreement and Payment of Your Fees**

To request to cancel your booking outside of the Decision Making Period but before the rental start date as defined in the Lease Agreement, you must meet one of the following criteria:

1. Your application for a visa has been declined. Please note that this does not include situations where your visa has been granted and subsequently withdrawn.Y
2. You have not been accepted into the institution of your choice.  
(the "Cancellation Criteria")

If you meet any of the above Cancellation Criteria and can provide us with evidence demonstrating that you meet the above criteria, your request for cancellation will be granted. If you have already accepted your Tenancy Agreement and paid your first month's rent by the date your cancellation request is granted, we will refund your first month's rent and the security deposit within a reasonable time.

If you need to cancel your reservation outside the Decision Making Period and from the supposed effective date of the lease agreement, you will be required to provide us with notice and comply with the legal notice period of one month. You will then be required to pay the first month's rent.

After the Tenancy Start Date as set out in the Tenancy Agreement, requests for room moves or for us to accept a replacement tenant to take over your tenancy will be managed based on availability and at our sole discretion. The terms of changing apartments, depending on the case, may require the signing of an amendment or a new lease agreement according to the type and rate of the new accommodation. You will be responsible for cleaning the room in accordance with the terms of the Tenancy Agreement.

## **Tenancy Agreement**

You will receive the lease agreement and its annexes for review and acceptance via the student portal.

The lease agreement will not take effect, and the tenant's right to occupy the room will not commence until:

- (a) The first rent payment and the security deposit have been received in the Property's bank account; and
- (b) The lease agreement has been signed by you and the guarantor, and then countersigned by us on the specified effective date.