Cancellation Policy

AddLiving – Hamstead Campus

Purpose

This Cancellation Policy explains:

- When and how a resident may cancel their accommodation booking
- How cancellation requests are assessed
- When a resident remains liable for rent under their tenancy agreement

This policy operates alongside the tenancy agreement and complies with the **ANUK** National Codes of Practice.

Key Principle

Once a tenancy agreement has been signed, it is a legally binding fixed-term contract. Cancellation is not automatic and is only permitted in specific circumstances outlined below.

Before the Tenancy Agreement Is Signed

If a booking is cancelled before the tenancy agreement is signed:

- The booking may be cancelled without penalty
- Any monies paid will be refunded in line with booking terms

---

After the Tenancy Agreement Is Signed but Before Move-In

Once the tenancy agreement has been signed, the resident is contractually committed to the full term of the tenancy.

However, AddLiving may agree to a release from the contract at its discretion in the following circumstances:

1. Replacement Tenant (Tenancy Takeover)

- The resident may request to be released if:
    - A suitable replacement tenant is found

    - The replacement is not already living in AddLiving accommodation
    - The replacement meets eligibility criteria and signs a new tenancy agreement
- The outgoing resident remains liable for:
    - Rent and charges until the replacement tenancy commences
    - Any reasonable administration costs

---

2. No Longer in Full-Time Education

In line with the tenancy agreement:

- If a resident ceases to be a full-time student, they are required to surrender the tenancy
- The resident remains liable for rent **until a suitable replacement tenant takes over**

---

3. Visa Refusal or Course Cancellation

Where a resident is unable to take up their place due to:

- Visa refusal
- Course cancellation or deferral

AddLiving may consider a cancellation request where **documentary evidence** is provided.
Each request is assessed on a case-by-case basis.

After the Tenancy Has Started (Post Move-In)

Once the tenancy has commenced:

- The resident is liable for rent for the full fixed term
- Early termination is **not permitted** unless:
    - A replacement tenant is found and approved, or
    - The tenancy is ended in accordance with the tenancy agreement or law

Vacating the room early does **not** end rent liability.

Cooling-Off Period

- There is no cooling-off period once a tenancy agreement has been signed

---

How to Request a Cancellation

All cancellation requests must:

- Be submitted in writing
- Clearly state the reason for the request
- Include supporting evidence where applicable

Requests will be acknowledged and assessed within a reasonable timeframe.

Financial Liability

Unless a replacement tenant is secured or a discretionary release is agreed:

- The resident (and guarantor where applicable) remains liable for:
    - Rent due under the tenancy
    - Any applicable charges

Fairness & Transparency (ANUK Alignment)

AddLiving commits to:

- Considering cancellation requests fairly and consistently
- Providing clear reasons where a request is declined
- Acting reasonably and proportionately

Appeals & Complaints

If a resident is dissatisfied with how a cancellation request has been handled:

- They may raise the matter with the site team
- If unresolved, they may follow the Complaints Procedure

Related Documents

- Tenancy Agreement
- End of Tenancy & Recharge Policy
- Complaints Procedure
- ANUK National Codes of Practice

Revision History

Version	Date	Changes Made	Revised By
1.0	2026	Initial policy created	AddLiving