

## Cancellation Policy

Bookings for Academic Year 2021/22

### CANCELLATION POLICY RELATING TO BOOKINGS FOR ACADEMIC YEAR 2021/22

#### A: BOOKINGS MADE PRIOR TO 1 AUGUST 2021

##### 7-Day Cooling-off Period

You can cancel your booking in writing or by sending an email directly to the Property Team within 7 days of accepting your tenancy agreement. If you decide to cancel your accommodation booking within these 7 days you will receive a full refund of your deposit. No fees, no fuss.

If you decide to cancel your booking after the 7-day cooling-off period, the below procedures will apply depending on your circumstances:

The following procedure applies to the below:

- Failure to receive grades (all academic years)
- Failure to obtain visa (all academic years)
- Studying in an alternative city
- The pre-sessional English language course required to take up your university place is cancelled
- Deferral of University entry (all academic years)

If you secure your accommodation and then for the above reasons are no longer able to attend the affiliated University, official written evidence from the relevant University and/or Summer School and/or UCAS and/or VISA authorities/embassy must be sent directly to the Property Team within 3 calendar days of the results or decision being published. If sufficient evidence is provided, you will be eligible for release from the tenancy agreement and the full deposit will be returned.

The following procedure applies to the below:

- Government travel restrictions prevent you from travelling to the UK

If you secure your accommodation and then Government imposed travel restrictions prevent you from travelling to the UK to take up your place at university, official written evidence from the University confirming that you have cancelled your studies and will not be enrolled as a student at the University for the 2021/22 academic year must be sent to the Property Team before the tenancy start date. If sufficient evidence is provided, you will be eligible for release from the tenancy agreement and the full deposit will be returned.

Alternatively, you may request that the start of your tenancy be put back to the first day of the month in which the restrictions are lifted and you are able to travel to the UK. Please submit your request to the Property Team before the tenancy start date. If sufficient evidence is provided, we will change your tenancy start date to the first day of the month in which the travel restrictions are lifted. We will send you written confirmation of your new tenancy start date. We will also apply a credit to your account for the accommodation fees for the period from your original tenancy start date to the new tenancy start date.

The following procedure applies to the below:

- **Change of mind**
- **Booked different accommodation**
- **Accepted onto a placement**

If you do not wish to live at Student Roost for the above reasons, you will be required to find a replacement person to take over your tenancy. The replacement person must be a student and match the preferences of the accommodation (e.g. female only flat). The replacement person must sign a contract for the entire length of your tenancy agreement and secure this with payment of the deposit. If a replacement person is found, you will be released from your tenancy agreement from the start date of the replacement persons tenancy, and Student Roost will return your deposit in full. **Please note that your deposit will be retained and you will remain liable for all accommodation fees until a replacement person is found.**

The following procedure applies to the below:

- **You are an existing customer and your course is moved wholly online by the University prior to 1 August 2021**

If you are an existing Student Roost customer with a valid 2020/21 tenancy agreement and you secure your accommodation for the 2021/22 academic year and then the University

moves your 2021/22 course fully online with no face-to-face teaching whatsoever, you may be eligible to be released from your tenancy for the 2021/22 academic year. Official written evidence from the University confirming that your studies have been moved wholly online must be sent to the Property Team before 1 August 2021. If sufficient evidence is provided, you will be eligible for release from the 2021/22 tenancy agreement and the full deposit will be returned.

## **B: BOOKINGS MADE ON OR AFTER 1 AUGUST 2021**

If you book your accommodation on or after 1 August 2021, your cooling off period will reduce to 24 hours only from point of acceptance. If you cancel your booking within these 24 hours, your full deposit will be returned. Should you wish to cancel after these 24 hours, the procedures detailed in sections A and C of this policy will apply depending on your circumstances.

## **C: CANCELLATIONS FOLLOWING TENANCY START DATE**

Should you wish to cancel after your tenancy has started the below procedures will apply depending on your circumstances.

The following procedure applies to the below:

- **Failure to make grades required to complete academic year**
- **Eviction from University**
- **Voluntarily withdrawn from University**

If you are unable to continue your studies at university and will no longer be a university student, you may be eligible to be released from your tenancy. Your request to cancel must be submitted directly to the Property Team in writing or via email and be accompanied by evidence of your withdrawal from university and the reasons behind this.

If you are granted a tenancy release, your deposit will be returned to you (minus any deductions relating to the condition of the accommodation upon your departure).

The following procedure applies to the below:

- **Placement**
- **Single Semester Course**

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If you want to cancel your tenancy due to the above reasons, you will be required to find a replacement person for the remainder of your tenancy period. The replacement person must sign a contract for the remaining length of your tenancy agreement and secure this with payment of the deposit. The replacement person must be a student and match the preferences of the accommodation (e.g. female only flat). If a replacement person is found, you will be released from your tenancy agreement from the start date of the replacement person's tenancy and Student Roost will return your deposit (minus any deductions relating to the condition of the accommodation upon your departure). **Please note that your deposit will be retained and you will remain liable for all accommodation fees until a replacement person is found.**

## Illness

If you wish to leave the accommodation due to illness, this will be assessed on a case-by-case basis. The request to cancel must be made in writing or via email to the Property Team and any documentation supporting the reasons for the request must also be provided. Until a decision has been made, you will remain liable for all accommodation fees. If a tenancy release is not granted, you will be required to find a replacement person before you are released from your tenancy. If you are granted a tenancy release, your deposit will be returned to you (minus any deductions relating to the condition of the accommodation upon your departure).

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