

Cancellation Policy

Student Roost Halls

1. Before 1 August

- 1.1. You can cancel your booking by writing or sending an e-mail to the property team at any time within the 3 days after you complete your booking, this is your decision-making period. You will not be charged, and we will return your Advance Rental Payment to you.
- 1.2. After your 3 day decision-making period has expired, you are bound by the agreement you have signed and remain liable for all rent payment unless a replacement tenant is found, and they enter in to a new tenancy agreement. You will be released from the date that the replacement tenant's tenancy agreement starts, and you will be charged £50.00 from your Advance Rental Payment.
- 1.3. If you are still within your decision-making period but you have already collected your keys, you are liable for all rent payments due under your tenancy agreement, unless a replacement tenant is found, and they enter in to a new tenancy agreement. You will be released from the date that the replacement tenant's tenancy agreement starts, and you will be charged £50.00 from your Advance Rental Payment.

2. On/Or After 1 August

- 2.1. You can cancel your booking by writing or sending an e-mail to the property team at any time within the 1 days after you complete your booking, this is your decision-making period. You will not be charged, and we will return your Advance Rental Payment to you.
- 2.2. After your 1 day decision-making period has expired, you are bound by the agreement you have signed and remain liable for all rent payment unless a replacement tenant is found, and they enter in to a new tenancy agreement. You will be released from the date that the replacement tenant's tenancy agreement starts, and you will be charged £50.00 from your Advance Rental Payment.
- 2.3. If you are still with your decision-making period but you have already collected your keys, you are liable for all rent payments due under your tenancy agreement, unless a replacement tenant is found, and they enter in to a new tenancy agreement. You will be released from the date that the replacement tenant's tenancy agreement starts, and you will be charged £50.00 from your Advance Rental Payment.

3. 1st year students not obtaining their required grades for University

- 3.1. Prospective first year undergraduate students not achieving the grades required to secure their place at their preferred University/Higher Education Institution, resulting in their place being withdrawn, may be eligible to be released from their tenancy agreement. You must contact your property team and provide a written rejection letter from your chosen university/college or UCAS within 3 calendar days from the date results were published. When released from your tenancy agreement, your Advance Rental Payment will be refunded to you in full.

Houses

4. You are bound by the agreement you have signed and remain liable for all rent payment unless a replacement tenant is found, and they enter in to a new tenancy agreement. You will be released from the date that the replacement tenant's tenancy agreement starts, and you will be charged £50.00.