

# Cancellation Policy

## 1. Before the 1st August 2018

- 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 Energy Charge 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 £60.00 from your Energy Charge.
- 1.3. 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 £60.00 from your Energy Charge.

## 2. On/Or After the 1st of August 2018

- 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 Energy charge 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 £60.00 from your Energy Charge.
- 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 £60.00 from your Energy Charge.

## 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to secure their place at their preferred University/Higher Education Institution, resulting in their place being withdrawn, may be eligible to be released from their tenancy agreement.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.