



Yugo Cancellation Policy – Ireland 2025/26

Unless the context otherwise requires, words and expressions defined in your Licence to Reside (“Licence”) shall have the same meanings in this cancellation policy.

Bookings made prior to 1st May 2025

If you sign your Licence prior to 1st May 2025 and you have not collected the keys to your room, you may cancel your Licence, by giving notice in writing or by e-mail to the manager at the property, with no penalty up until the 1st May 2025. Once we receive such a notice, we will confirm receipt, cancel your Licence and will refund your advance room fee payment.

Bookings made on or after 1st May 2025.

If you sign your Licence on or after 1st May 2025 and you have not collected the keys to your room, you may cancel your Licence, at any time within the period of fourteen (14) days of the date on which you sign your Licence (the “Cooling-Off Period”). Notice must be in writing or by e-mail to the manager at the property. Once we receive such a notice, we will confirm receipt, cancel your Licence and will refund your advance room fee payment.

Cancelling outside the Cooling-Off Period

Outside the cooling-off period, you may request to cancel your Licence, by notice in writing or by e-mail to the manager at the property. However, you will remain liable for the room fee payable under the Licence until a suitable replacement student has been found.

Cancelling as you do not receive your visa

If you are not successfully awarded a visa to travel and study, then we can help. Firstly, we may be able to transfer you to another one of our residences around the globe if you are going to study elsewhere. If you are not going to study elsewhere or we do not have accommodation available in your new city/town of study, we will release you from your Licence provided the following criteria are met:

1. You submit your request to cancel, in writing or by e-mail to the manager at the property, within 3 days of your visa rejection letter; and
2. You provide the manager with a copy of your rejection letter from the embassy or visa office.

If your licence has commenced, you will remain liable for the room fee payable under the Licence until receipt of the above.

One less worry if you don't receive your offer

This is applicable to prospective first-year round one CAO undergraduate students only.

If you are not successful in obtaining your place at your chosen college, then don't worry, we



can help. Firstly, we may be able to transfer you to another one of our residences if you are going to study elsewhere. If you are not going to study elsewhere or we do not have accommodation available in your new city/town of study, we will release you from your Licence provided the following criteria are met:

1. Current year leaving certificate students may submit a request to cancel, in writing by e-mail to the manager at the property, within 24 hours of your offer/rejection.
2. You provide the manager with a copy of your rejection letter from the college or CAO.

Once we have your request, we will confirm receipt and refund your advance room fee payment.