

Cancellation Policy

In this cancellation policy, the following terms apply:

- **Studio** – The accommodation you have agreed to let from us.
- **We, Us, Our** – Herbal Hill Studios Limited, the landlord of the accommodation.
- **You, Your** – The person entering into a tenancy agreement with us.

1. Cooling-Off Period

We offer a **48-hour cooling-off period** allowing you time after you have paid your reservation fee to change your mind:

- If you request cancellation within **48 hours**, you will receive a **full refund**.
- This does **not** apply if your tenancy has already begun.

2. Visa Refusal

If you are unable to obtain a valid visa for your studies, you may cancel your tenancy **at least 28 days before the start date** by providing:

- **Written notice via email**
- **Supporting evidence of visa refusal**

Please note that the reservation fee remains **non-refundable**.

3. Cancellation Before Signing the Contract

You may cancel your reservation at any time before signing the contract without penalty. Any reservation payments made will be refunded if the cancellation is requested within 48 hours of payment. After 48 hours, the reservation fee becomes non-refundable.

4. Cancellation Within 7 Days of Signing

If you cancel within **7 days of signing the contract (AST)** and **before your tenancy start date**, we will cancel your contract without penalty. However, the reservation fee will not be refunded.

5. Cancellation After 7 Days of Signing

If you cancel **after 7 days of signing the contract (AST)** or **after your tenancy has started**:

- You remain liable for the full rent until a replacement tenant is found.
- We will attempt to assist in re-letting the studio but cannot guarantee a replacement.
- A **£50 administration fee** will apply for processing the cancellation.
- If a replacement tenant is found, you will be released from the contract from the date the new tenancy begins.

6. Non-Payment of Deposits and Advance Rent

If you fail to make your **advance rent and deposit payment** by the deadline stated in your contract, we reserve the right to cancel your tenancy. The reservation fee will not be refunded.

7. Landlord Cancellation

If we must cancel your tenancy before you move in, we will:

- Provide as much notice as possible.
- Refund all payments made, including the reservation fee and any rent payments.