



# Cancellation Policy England

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## Cancellation Policy England: 2023-24

We understand that booking a room in student accommodation can be a big decision. We also know that bookings are often made before you know your exam results, or your personal circumstances may change unexpectedly prior to you moving in. This policy sets out the process for requesting a cancellation and the fees involved.

### Cancellation before you move in:

To confirm your application and booking, you need to read and sign the Assured Shorthold Tenancy Agreement (the “AST”)

An advanced rent payment of up to one week’s rent is required when booking. When you move in, this money will transfer to your rent account, provided that you have met the terms in the Agreement.

Once you have signed your AST and paid your advanced rent payment online you are agreeing to take up your place within the accommodation and are bound to pay the AST fee in its entirety. Any subsequent request to cancel will require you to find a student to replace you, who is approved by aparto. This carries an administration fee of £100. For guidance on cancelling your booking due to travel and visa restrictions see below.

### Visas

If you are denied a visa, please let us know as soon as possible. We can cancel your booking if you have applied for a visa and it has been refused. Please let us know, with evidence within 5 days of your visa being refused.

If you are due to travel and experience issues obtaining a Visa we will try to hold your room for you while your Visa is being processed. Please ensure that you have the correct visa and college/university place before you arrive where necessary. It is the student’s responsibility to maintain Visa status. If your Visa is delayed you may be responsible for the terms and conditions of the tenancy/licence.

### The following is applicable to first-year undergraduate and pre sessional post graduate intakes only:

If you are not successful in obtaining your place at your chosen university/college then don’t worry. We will release from your tenancy and refund of any advanced rent payment where you can provide proof that you did not obtain a place at a university/college which is within a reasonable distance from accommodation booked. You will need to submit your request to cancel by email along with proof within five working days of the confirmation that you have not received your place.

### Cooling-off Period

Provided you have not collected your keys, you can cancel your booking in writing or by sending an email to the residence inbox within 7 days of accepting your agreement. You will receive a full refund of all fees paid to aparto. If you book your accommodation **on or after 1 August 2023**, your cooling-off period will reduce to 48 hours.

### Failure to Check In

If you fail to check-in you will remain liable to pay any rent, or other fees associated with the original agreement, and we reserve the right to pursue for any sums outstanding in respect of the same.

Where possible, we may remarket your room. Until a new occupant has taken over the agreement and moved in, the tenant will be liable for the terms and conditions of the agreement.

### Cancellation after you have moved in:

Once you have moved into the residence, you will only be considered for a tenancy release in exceptional circumstances.

You must have withdrawn from your University or College and provided proof in the form of a withdrawal letter, signed on headed paper from the institution. You must also have a suitable letter from the doctor or medical institution detailing the issue of why you have withdrawn from University.

Tenancy Releases for exceptional circumstances will not be granted where:

- You are still at University and have not withdrawn from your course
- You have chosen to defer for a year for any reason other than above
- You have left University of your own volition for any other reason, including not attaining correct funding or loan, or suitable grades during the year
- The University has removed the tenant from your course for, including disciplinary

Once a tenancy release decision has been made, this decision is final and any appeal of this decision will be undertaken using the framework of the aparto [complaints policy](#).

### Summer Bookings

#### Cancellation before you move in:

You are required to pay the full licence/tenancy fee before the commencement date of the contract – Rooms are not secured or guaranteed until a full payment has been made. Summer and Short Stay bookings require a minimum of 5 working days’ notice from the commencement date to be valid.

Bookings made before 1<sup>st</sup> June 2023

- Summer or Short stay bookings made before 1<sup>st</sup> June 2023 can be cancelled before this date with no penalty and a full refund will be given. If a booking is cancelled on or after this date no refund will be given. If a booking is made after this date there will be a 7 day cooling off period in which the booking can be cancelled without penalty.
- If a student fails to arrive for their tenancy without written notice in the required time frame, and has paid the tenancy/licence fee, then the full fee will still be charged.