



# Cancellation Policy Scotland

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## Cancellation Policy Scotland: 2023-24

We understand that choosing where to live can be a big decision. Your circumstances may be subject to an entry visa or exam results. This policy sets out the process for requesting a cancellation and the fees involved.

### 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.

### Booking Terms

Once you have signed the agreement to confirm your booking, the agreement's terms and conditions, including all payments, are legally enforceable.

- For the Combworks in Aberdeen, a booking fee of £100 is required to confirm your booking. £100 will be retained for any successful cancellation for any reason outside of the Cooling-off Period.
- For the Glasgow West End residence, a booking fee of £300 is required to confirm your booking. £100 will be retained for any successful cancellation for any reason outside of the Cooling-off Period.

### Reasons You Can Cancel

**Suppose you are refused** a study visa or are unsuccessful in obtaining entry to your chosen university/college. In that case, you can cancel your booking, and you will receive a full refund of rent and deposit minus the retained fee. **You must contact the residence team within 72 hours of receiving suitable confirmation (e.g. UCAS portal, visa letter) and evidence in both these circumstances.**

### Cancellation after you have moved in

To avoid any doubt, once your tenancy reaches its start date, you are no longer eligible to cancel and must find a replacement student.