

## Cancellation Policy

We believe in complete transparency when it comes to the costs associated with renting a room from us. That's why we have a clear and simple cancellation policy in place.

This policy explains the steps for requesting a cancellation and any associated fees, ensuring you know what to expect.

If you need to cancel your booking for any of the reasons listed below, simply email us at least 14 days before your contract start date, and we'll process the cancellation and issue a full refund of any fees paid.

We understand that unexpected situations can arise, so we offer flexibility to defer or cancel your booking if you're affected by any of the circumstances below. Just provide the necessary supporting documentation, and we'll take care of the rest.

### Cancelling if your Visa Application is unsuccessful

- If you have not received your visa to study in Australia, you must inform the relevant property in writing at least 21 days before your agreement start date. Along with your notification, you must provide clear evidence demonstrating that you are unable to enter the country. As long as you submit sufficient evidence within this timeframe, you will not incur any penalties. *See below for details on what qualifies as sufficient evidence.*
- You have the option to either receive a refund of your payments made, or transfer them to a new agreement at a later date. In either case, your current agreement will be cancelled.

#### **\*Sufficient Evidence – cancellation due to unsuccessful Visa Application.**

- To request a cancellation under this policy, you must provide a written letter from the Department of Immigration and Border Protection (DIBP) confirming your visa refusal.
- Your cancellation request must be accompanied by a copy of the refusal notice issued by the Department of Immigration and Border Protection (DIBP). This will be reviewed internally to determine whether it meets the criteria outlined in the policy.
- Please note that bond refunds are processed by the relevant state authority, and the property has no control over the time frame for their release. However, any advance rent paid as part of your deposit will be refunded within 14 to 28 days.

### Cancelling if your Placement Application is unsuccessful

- If you have not received your placement confirmation to study in Australia, you must inform the relevant property in writing at least 21 days before your agreement start date. Along with your notification, you must provide clear evidence demonstrating that you are unable to enter the country. As long as you submit sufficient evidence within this timeframe, you will not incur any penalties. *See below for details on what qualifies as sufficient evidence.*
- You have the option to either receive a refund of your payments made, or transfer them to a new agreement at a later date. In either case, your current agreement will be cancelled.

#### **\*Sufficient Evidence – cancellation due to unsuccessful Placement Application.**

- To request a cancellation under this policy, you must submit a written letter to the property where your booking is held within 72 hours of receiving notification from your institution that you have not been accepted into the university. Your request must be accompanied by supporting documentation from the relevant tertiary admissions center. This information will be reviewed internally to determine if it meets the policy criteria.
- Please note that bond refunds are processed by the relevant state authority, and the property team has no control over the timeframe for their release. However, any advance rent paid as part of your deposit will be refunded within 14 to 28 days.