



Bookings for Academic Year 2021/22

Cancellation within 14-Day Cooling Off Period

If you wish to cancel your booking you may do so in writing or by sending an email directly to the Property Team within 14 days of accepting your tenancy agreement. If you decide to cancel your accommodation booking within these 14 days you will receive a full refund of your booking fee.

Unless the Tenancy Agreement has already commenced (meaning the Tenancy Start Date is on or before the date the Tenancy Agreement is dated) you may cancel your Tenancy Agreement (by giving us written notice of cancellation) at any time during the period ending on the date 14 days after the date we confirm your booking is complete (the “Initial Cancellation Period”). If you cancel the Tenancy Agreement during the Initial Cancellation Period, we will make no charge and will return to you your Deposit in full.

Cancellation beyond the 14-Day Cooling Off Period

If you wish to cancel your booking beyond the 14 day cancellation period the below is applicable.

Outside the Initial Cancellation Period, you will remain liable for the rental monies due under the Tenancy Agreement for the whole of the Tenancy Period or until a replacement tenant (who is satisfactory to the Landlord) is found for your Room. If the Tenancy Agreement is cancelled and a replacement tenant is found after the cooling-off period but before the start date of the tenancy, an administration fee of £50 will be charged prior to Torsion processing your cancellation and accepting the replacement tenant. If a replacement tenant is found after you have moved in after the start date of your tenancy, an administration/cleaning fee of £150 will be charged prior to Torsion processing your cancellation and accepting the replacement tenant. If we confirm to you that a satisfactory replacement tenant has been found for your Room, and the cancellation fee has been paid, we will then release you from your Tenancy Agreement with effect from the start date of the new tenancy agreement with the replacement tenant. The entering into a new tenancy agreement with a replacement tenant will be entirely at the discretion of the Landlord/Management Company.

No visa/ No pay:

If you secure your accommodation and you are no longer able to attend the affiliated University due to having your visa rejected, then you must provide official written evidence from the University (and relevant VISA authorities) a copy of this must be sent directly to the Property Team within 5 calendar days of the decision being notified to you. If adequate evidence is provided, you will be eligible for release from the tenancy agreement and the full booking fee will be returned.

Didn't get the grades you hoped for?

If you secure your accommodation and you are no longer able to attend the affiliated University due to not achieving the grades, then you must provide official written evidence from the University (and relevant bodies at UCAS) a copy of this must

be sent directly to the Property Team within 5 calendar days of the decision being notified to you. If adequate evidence is provided, you will be eligible for release from the tenancy agreement and the full booking fee will be returned.

Illness/Extenuating Circumstances

If you wish to leave the accommodation due to illness or any extenuating circumstances, this is assessed on a case-by-case basis. The request to cancel must be made in writing or via email at point of contact you should provide relevant material to support your release. Until a decision has been made by the site team, you remain liable for all accommodation fees. If a tenancy release is not granted, you will be required to find a replacement person before you are released from your tenancy. If you are granted a tenancy release, your deposit will be returned to you (minus any deductions relating to the condition of the property upon your departure).

Cancellation due to Coronavirus for bookings for 2021-2022

If a student is affected by the virus in the coming months and cannot come to the UK for September check in, on production of a medical certificate and a letter from their UK university confirming they will not be enrolling on their course, we will release the student from their tenancy agreement without financial penalty.

Government travel restrictions prevent you from travelling to the UK

If you secure your accommodation with us and the UK Government implement travel restrictions that prevent you from travelling to the UK to enrol at university, upon providing a letter from that UK university confirming that you will not be enrolling on your course we will release you from your tenancy agreement without penalty.

Flexible start date, if you are due to arrive more than 2 weeks after your tenancy start date due to Government travel restrictions you may request via our property team that we allow a flexible arrival date up to October 31st at no cost to you.

If your University changes the start date

If you secure your accommodation and your University changes the official start date of your face-to-face course to a later date, we will put back the start of your tenancy, at no cost to you.