

Cancellation Terms:

On bookings before 31st August

- Within 15 days of reservation - Full Refund
- From signing tenancy to 5 weeks prior to Tenancy - Holding Fee Retained
- Within 5 Weeks of tenancy - Advance Rent Retained Unless a replacement is presented

Must inform HOP within 3 days and provide evidence

Cancellation Event

means any of the following events occurring prior to the Relevant Student moving into the Property:

- a) The Relevant Student cancelling a Confirmed Booking within either
 - (i) any statutory cooling-off period applicable to his/her Tenancy Agreement;
 - (ii) any other cooling-off period during which the Accommodation Partner, in accordance with its standard terms and conditions as disclosed from time to time by the Accommodation Partner to Student.com, allows Relevant Students to cancel

Confirmed Bookings

- a) No visa secured by the Relevant Student;
- b) Medical grounds preventing the Relevant Student from moving into the Property; and
- c) No university place secured by the Relevant Student.

Cancellation Event Evidence (to be provided within 3 days of the event taking place)

Documented evidence which verifies the Cancellation Event from the relevant authority or organisation as follows:

- a) Cancellation within a statutory or other cooling-off period allowed by HOP:
- b) No visa secured by the Relevant Student: An official letter from the visa issuing office of the government, confirming the failure to issue a valid visa.
- c) c) Medical grounds preventing the Relevant Student from moving into the Property: A letter from a qualified medical practitioner confirming medical grounds that prevent the student taking occupation of the accommodation.
- d) No university place secured by the Relevant Student: An official letter from the University confirming that that the student has failed to secure a place at the University.

Cancellation Period

means in relation to Cancellation Event a) above - the relevant cooling-off period referred to in either (i) or (ii) of that Cancellation Event ; or, in relation to Cancellation Events b), c) and d) the period from the date on which the Tenancy Agreement is entered into up to and including such date.