

## Every Student: Cancellation Policy

For Current Residents & Bookings from November 2024 Onwards

### Before Your Booking Start Date

#### Cooling-Off Period

You have a 48-hour cooling-off period starting from the time you sign your contract. During this period, you may cancel your booking by emailing the relevant contact listed at the bottom of this policy. After the 48 hours, your contract becomes legally binding, and your first instalment (equivalent to one week's rent) will be due.

You will be ineligible for the cooling-off period if:

- You are already residing in Every Student accommodation.
- Your contract start date falls within the 48-hour window.
- Payment of your first instalment is made within the 48-hour period.

#### No Place, No Pay

If you do not secure a place at a university in the city where you booked accommodation, you may cancel your booking any time before the day your contract begins. Written evidence of your university rejection must be provided to qualify. A full refund will be issued, except in the following cases:

- Your place is declined for reasons other than unmet academic requirements (e.g., misconduct, financial issues, withdrawal, or revocation).
- You failed to complete the necessary steps for your university application in time.
- Your occupancy period as per the Licence Agreement has already begun.

If your place is initially declined but you plan to appeal, notify us immediately. We will confirm if this policy continues to apply during the appeal process.

#### No Visa, No Pay

If you fail to secure a visa to study at a university in the city where you booked accommodation, you may cancel your booking up to **5 full days** before your contract starts. Written evidence of visa rejection must be submitted. A full refund will be issued, except in the following cases:

- You did not complete all steps required by UKVI for your visa application.
- Your university could not issue a CAS Number due to incomplete application steps.

In all other circumstances, you will remain liable for the full licence period.

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### After Your Licence Period Has Started

#### Replacement Tenant

- **Replacement Found:** If you wish to cancel after the contract start date, you must find a suitable replacement tenant. The replacement tenant must sign a contract for the entire length of your licence agreement. Only once the replacement tenant has signed their Licence Agreement, paid their due rent and moved in, will you be released from your Licence Agreement. You will at this point be refunded any overpayment of rent minus a £75 administrative fee.
- **No Replacement Found:** If a replacement tenant cannot be secured, you remain liable for the rent for the entire licence period.

## Early Termination

1. **By Mutual Agreement:**

In exceptional circumstances, early termination may be allowed by mutual agreement. This is at the management's discretion and may incur additional fees.

2. **Breach of Agreement:**

If you breach the licence agreement, management reserves the right to terminate you're the remainder of your licence period. You may remain liable for rent until the end of your licence period and any associated costs.

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## Cancellation Procedure

1. **Notification**

- Submit a written cancellation request via email or the online portal. Include your full name, location, room number, and reason for cancellation.

2. **Supporting Documentation**

- Provide relevant documentation (e.g., visa refusal letter, university rejection letter, or medical certificate) to support your request.

3. **Confirmation**

- You will receive an acknowledgment email with the next steps and details of any applicable refunds.
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## Contact Information

For queries or to submit your cancellation request, contact:

- **Southampton Residents:** Southampton@everystudent.co.uk
  - **Aberdeen Residents:** Aberdeen@everystudent.co.uk
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Every Student are committed to ensuring a transparent and fair cancellation process for all our students.