

## **Cancellation Policy for in-year bookings during Academic Year 2020/21**

### **A: Bookings made on and from 6 November 2020**

If you book your accommodation on or after 6 November 2020, you can cancel your booking in writing or by sending an email directly to the Property Team within 24 hours of accepting your tenancy agreement. If you decide to cancel your accommodation booking within this 24-hour period, you will receive a full refund of your deposit. No fees, no fuss.

If you decide to cancel your booking following the 24-hour cooling off period, the below procedures will apply depending on your circumstances:

The following procedure applies to the below:

- Failure to receive grades (all academic years)
- Failure to obtain visa (all academic years)
- Studying in an alternative city
- The pre-sessional English language course required to take up your university place is cancelled

If you secure your accommodation and then for the above reasons are no longer able to attend the affiliated University, official written evidence from the relevant University and/or Summer School and/or UCAS and/or VISA authorities/embassy must be sent directly to the Property Team within 3 calendar days of the results or decision being published. If sufficient evidence is provided, you will be eligible for release from the tenancy agreement and the full deposit will be returned.

The following procedure applies to the below:

- Government travel restrictions prevent you from travelling to the UK

If you secure your accommodation and then Government imposed travel restrictions prevent you from travelling to the UK to take up your place at university, official written evidence from the University confirming that you have cancelled your studies and will not be enrolled as a student at the University for the 2020/21 academic year must be sent to the Property Team before the tenancy start date. If sufficient evidence is provided, you will be eligible for release from the tenancy agreement and the full deposit will be returned.

Alternatively, you may request that the start of your tenancy be put back to the first day of the month in which the restrictions are lifted and you are able to travel to the UK. Please submit your request to the Property Team before the tenancy start date. If sufficient

evidence is provided, we will change your tenancy start date to the first day of the month in which the travel restrictions are lifted. We will send you written confirmation of your new tenancy start date. We will also apply a credit to your account for the accommodation fees for the period from your original tenancy start date to the new tenancy start date.

The following procedure applies to the below:

- Your University delays the start of the course

If your University changes the official start date of your course to a later date we will put back the start of your tenancy, at no cost to you, to the first day of the month in which your course starts. For example, if the start date of your course is changed to 14 January 2021 your new tenancy start date will be 1 January 2021, and you will not be liable for any accommodation fees from your original tenancy start date to 31 December 2020 inclusive.

Official evidence from the University that the course has been delayed must be sent to the Property Team before the tenancy start date. If sufficient evidence is provided, we will change your tenancy start date to the first day of the month in which your course now commences. We will send you written confirmation of your new tenancy start date. We will also apply a credit to your account for the accommodation fees for the period from your original tenancy start date to the new tenancy start date.

The following procedure applies to the below:

- Change of mind
- Booked different accommodation
- Accepted onto a placement

If you do not wish to live at Student Roost for the above reasons, you will be required to find a replacement person to take over your tenancy. The replacement person must be a student and match the preferences of the accommodation (e.g. female only flat). The replacement person must sign a contract for the entire length of your tenancy and secure this with payment of the deposit. If a replacement is found, you will be released from your tenancy agreement and Student Roost will return your deposit in full. Please note that your deposit will be retained, and you will remain liable for all accommodation fees until a replacement person is found.

B: Cancellations following tenancy start date

If you book your accommodation on or after the tenancy start date, there will be no cooling off period. Should you wish to cancel, the below procedures will apply depending on your circumstances.

The following procedure applies to the below:

- Failure to make grades required to complete academic year
- Eviction from University
- Voluntarily withdrawn from University

If you are unable to continue your studies at University and will no longer be a university student, you may be eligible to be released from your tenancy. Your request to cancel must be submitted directly to the Property Team in writing or via email and be accompanied by evidence of your withdrawal from university and the reasons behind this.

If you are granted a tenancy release, your deposit will be returned to you (minus any deductions relating to the condition of the accommodation upon your departure).

The following procedure applies to the below:

- Placement
- Single Semester Course

If you want to cancel your tenancy due to the above reasons, you will be required to find a replacement person for the remainder of your tenancy period. The replacement person must sign a contract for the remaining length of your contract and secure this with payment of the deposit. The replacement person must be a student and match the preferences of the accommodation (e.g. female only flat). If a replacement person is found, you will be released from your tenancy agreement (from the start date of the replacement person's tenancy) and Student Roost will return your deposit (minus any deductions relating to the condition of the accommodation upon your departure). Please note that your deposit will be retained, and you will remain liable for all accommodation fees until a replacement person is found.

Illness

If you wish to leave the accommodation due to illness, this will be assessed on a case-by-case basis. The request to cancel must be made in writing or via email to the Property Team and any documentation supporting the reasons for the request must also be provided. Until a decision has been made, you will 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 accommodation upon your departure).

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