**我可以取消订单吗？（退订政策）**

**限时免责退订：冷静期48h**

**用户签证被拒：收到签证拒信的48h内提供给公寓审核**

**合同开始前取消预定无需承担尾款**

**合同开始前以及租期内任何时间都允许转租**

**以英文合同中的退订政策为准，退订政策正文：**

**Our full termination policy is within your assured shorthold tenancy agreement.**

You can cancel your tenancy agreement for up to 48 hours after the date of your booking (the Initial Cancellation Period). We will refund the full security deposit and any advance rent payments you have made.

Please note, £50 will be deducted from the refunded amount to cover any cost or charges.

If you cancel your booking after 15/09/2023, you remain liable for the weekly rent (for each and every week or part week) until you are able to find another tenant that is acceptable to "Accommodation Supplier " and we are able to re-let the room. The replacement tenant must be over the age of 18 and a have the necessary student status (it is your responsibility to find another tenant and provide them with the correction information). If you find a suitable replacement tenant and the room is re-let we will refund your deposit, less £50 , as well as a deduction of £100 for the variation of the contract.

**No Visa No Pay**

Prospective international students who have applied to attend a University or a Higher Education Institution in the UK，will be allowed to be released from their Tenancy Agreement if they do not receive the entry Visa they require for their study in the UK and evidence is provided.

If a customer does not receive the entry Visa they require for their study in the UK and wishes to be released from their Tenancy Agreement, they must provide "Accommodation Supplier" with evidence of their refusal of entry to the UK to study no later than 2 days after notification of their refusal.

Evidence can be a copy of the letter from the Home Office, UK Visas and Immigration service or other official Visa issuing body as well as a letter from the university, sponsor or institution where they were supposed to be studying. It must clearly show the student’s full name, address and date of issue. This must be emailed tosandy@uhomeestate.com. Customers who do not apply to be released from their Tenancy Agreement within this timescale will be bound by the terms and conditions set out in the Tenancy Agreement. Passed the 15/08/2023, the No Visa No Pay do not apply. The student remains liable for the rent unless they find a replacement.