

# Cancellation & Leavers Policy

Can I cancel my booking before I move in?

We offer a 'cooling off period' of **7 days** after you have secured your accommodation by paying a booking fee or/and signing the Assured Shorthold Tenancy [AST], on condition that you have not already checked into the accommodation. In these cases, you must provide email/written confirmation to the site. You will no longer be liable for the contractual obligations as set out in the tenancy agreement, and we will refund your full booking fee.

What if I want to cancel my booking after the 7 day cooling off period?

If you wish to cancel your booking after the 7 day cooling off period, you will remain liable for the contractual obligation set out in the tenancy agreement.

Exceptions to this may be considered if proof is offered under the following circumstances:

- **Your UK Visa application has been denied**
- **You have failed to obtain the required qualifications to get into your first University of choice**
- **Extenuating circumstances e.g. ill-health, family circumstances**

Where proof is required, this must be emailed to site, then the request to cancel will be considered. If you have failed to obtain your grades to attend university or your UK visa has been denied, the proof must be supplied and emailed to the site within **72 hours**. On receipt of the proof we will cancel your booking and refund your full booking fee. You will no longer be liable for the contractual obligations in your tenancy agreement. If you fail to send the proof within the **72 hour** timescale, your booking fee will be retained. If you fail to tell us after the tenancy commencement date you will be liable for the full contract.

If you are no longer attending university or live away from home due to extenuating circumstances, then please contact the team at Portland Green Student Village who can advise you further.

All requests to cancel a booking must be made in writing or email to the Operations Manager.

Can I cancel my booking after I have moved in?

After collecting your keys your booking fee will become your deposit, which we will register in a Government approved Tenancy Deposit Protection scheme.

After you have checked in and collected your keys you lose the right to cancel your tenancy. You are liable for the full rent unless a suitable replacement is found to take over your Assured Shorthold Tenancy. Only when a suitable replacement has been found and they have completed their tenancy and paid their booking fee and any rent due, will you be released from your tenancy liability, and we will refund your deposit. However, we will retain a **£50** administration charge out of your security deposit.

If you have withdrawn from university due to extenuating circumstances, then please speak to our team at Portland Green Student Village, who can advise you further. If, due to your circumstance, you are released from the contractual obligations as laid out in your tenancy agreement, a **£50** administration fee will be retained from your security deposit.

What happens if I want to move rooms?

If you want to change your room booking prior to the tenancy start date we will try and accommodate any changes subject to availability, please contact the site directly to discuss your booking.

If you want to move or swap rooms after your tenancy has started, we will try and accommodate your move subject to availability and your rent account being up to date. A **£50** administration fee will be retained from your deposit.