



Cancellation Policy - England & Wales 2025/26

Unless the context otherwise requires, words and expressions defined in your Assured Shorthold Tenancy Agreement shall have the same meanings in this cancellation policy.

Unless the tenancy agreement has already commenced and you have not collected the keys to your room, you may cancel your tenancy, by giving notice in writing or by e-mail to the manager at the property, at any time within the period of fourteen (14) days of the date on which you sign your first tenancy agreement for the 2025/26 Academic Year (the “**Cooling-Off Period**”). Once we receive such a notice, we will confirm receipt, cancel your tenancy, and will refund your Advance Rent Payment of £250.00, together with any other payments of rent you may have made.

Bookings made for Semester 2 or 3 starting after the 1 January 2025

If you sign a tenancy agreement for a semester booking you may cancel your tenancy, by giving notice in writing or by e-mail to the manager at the property, with **no penalty up until 8 weeks before the start of your agreement**. Once we receive such a notice, we will confirm receipt, cancel your tenancy, and will refund your advance rent payment of £250.00, together with any other payment of rent you may have made.

Unless the tenancy agreement has already commenced and if you have not collected your key, you may also cancel at any time within the period of fourteen (14) days of the date on which you sign your first tenancy agreement for the 2025/26 Academic Year (the "Cooling-off Period"). During the cancellation period you may cancel your tenancy, by giving notice in writing or by e-mail to the manager at the property. Once we receive such a notice, we will confirm receipt, cancel your tenancy, and will refund your advance rent payment of £250.00, together with any other payment of rent you may have made.

Cancelling outside the Cooling-Off Period

Outside the cooling-off period, you may request to cancel your tenancy, by notice in writing or by e-mail to the manager at the property. However, you will remain liable for the rent payable under the tenancy agreement until a suitable replacement tenant has been found.

Cancelling as you do not receive your visa

If you are not successfully awarded a visa to travel and study, then we can help. Firstly, we may be able to transfer you to another one of our residences around the globe if you are going to study elsewhere. If you are not going to study elsewhere or we do not have accommodation available in your new city/town of study, we will release you from your tenancy agreement provided the following criteria are met:

1. You submit your request to cancel, in writing or by e-mail to the manager at the property, within 3 days of your visa rejection letter: and
2. You provide the manager with a copy of your rejection letter from the embassy or visa office.



If your tenancy has commenced, you will remain liable for the rent payable under the tenancy agreement until receipt of the above.

One less worry if you don't receive your offer

This is applicable to prospective first-year undergraduate students only

If you are not successful in obtaining your place at your chosen university, then don't worry, we can help. Firstly, we may be able to transfer you to another one of our residences if you are going to study elsewhere. If you are not going to study elsewhere or we do not have accommodation available in your new city/town of study, we will release you from your tenancy agreement provided the following criteria are met:

1. You submit your request to cancel, in writing or by e-mail to the manager at the property, before 22nd August 2025; and
2. You provide the manager with a copy of your rejection letter from the University or UCAS.

Once we have your request, we will confirm receipt and refund your advance rent payment of £250.00, together with any other rent payments you may have made.