

Booking Cancellation Policy

Properties in England & Wales

In this cancellation policy, the following defined words shall apply:

Room:	The Flat/Room/Studio which you have entered into an agreement with us to let.
We, us, our:	Host Student Housing Management Ltd/Host Student Housing Management (UK) Ltd (who is the Managing Agent acting on behalf of the landlord of the Property).
You or your:	The person who agrees to let a Room from us.
Advance Rent:	A prepayment made by the tenant (usually at the time of booking in order to secure the Room) that is applied towards future rent payments.
Booking Confirmation:	The official written acknowledgment issued via email once all steps have been taken to successfully enter into a tenancy agreement with us.

You can cancel your booking by giving us written notice as follows:

1. Prior to entering into a Tenancy Agreement:

- a) If we receive your written notice of cancellation before the Booking Confirmation email is sent, and within 7 days of application, there will be no charge, and your Advance Rent payment will be fully refunded. However, if you do not complete the tenancy agreement within 7 days of application, we reserve the right to keep the Advance Rent payment if the booking is cancelled by either party.

2. After entering into a Tenancy Agreement, but before the tenancy start date:

- b) If we receive your written notice of cancellation within 72 hours of the Booking Confirmation email, and the tenancy has not yet started, there will be no charge, and your Advance Rent payment will be fully refunded; or
- c) If we receive your written notice of cancellation after 72 hours of the Booking Confirmation email, and the tenancy has not started, we will not accept the cancellation or surrender of your tenancy until a replacement tenant is found for the Room.

3. On or after the tenancy start date:

- d) If we receive your written notice of cancellation on or after the tenancy start date, we will not accept the cancellation or surrender of your tenancy until a replacement tenant is found for the Room.

In the event you cancel under sections (c) or (d) of this policy, we will make every effort to re-let the Room on your behalf, but we cannot guarantee success. You will remain responsible for paying rent and all other charges until a new tenancy for the Room begins. Once a replacement tenant completes all steps to enter into a tenancy agreement with us and is issued the Booking Confirmation email, your Advance Rent payment (and any other payments towards the rent of the Room) will be fully refunded, less any rent due to the point of takeover.

In the event you do not fulfil your rental payment obligations in relation to the payment of rent on the due dates before moving in, we may cancel your tenancy agreement by giving you written notice. In this situation, the Advance Rent payment will not be refunded.

In the event we need to cancel the tenancy agreement before you move into the Room, due to reasons beyond our control unknown at the time of issuing the Booking Confirmation, we will provide you with as much notice as possible in the circumstances and refund the Advance Rent and any other fees you have paid.

We reserve the right to cancel any bookings where false or misleading information was provided to obtain the tenancy or booking.