



PULSE CANCELLATION POLICY

You may cancel your booking with us subject to the cancellation provisions detailed below.

1 'First Year Guarantee'

Pulse allows first year students to cancel their tenancy agreement free of charge if their examination results change their plans: for example, a prospective tenant who fails to achieve the grades needed to take their place at their chosen university, or who surpasses their predicted grades and chooses to take a place at another university. If your chosen accommodation offers this guarantee, before you are released from your contract, you will be required to provide:

A rejection letter from your original university of choice

Where applicable, an acceptance letter from the new university

If a student transfers to a university in a city where Pulse manages accommodation, Pulse may (subject to availability) offer the student a tenancy at the new location on the same terms as the student's original booking. If this offer is made and refused, the original contract will be cancelled, but Pulse will charge a cancellation fee (not exceeding £100) and (if the tenancy has started) charge rent up to the date of cancellation.

2 Cancellation by Current Residents

Students are bound by the terms of the tenancy agreement and liable for the rent for the length of their tenancy. A student may, however, be released from their tenancy if they meet the following criteria:

The student finds a replacement tenant to take over their room

The replacement tenant is an enrolled student and over the age of 18

The replacement tenant must not already be a tenant with Pulse

The replacement must be reasonably acceptable as a tenant (for example, no subsisting county court judgments, no convictions for criminal damage)

The replacement tenant agrees to take over the room for the full remainder of the original tenant's term and for the same rental value



The replacement tenant signs all necessary paperwork with Pulse and agrees to all terms and conditions set out within the tenancy agreement

The replacement tenant procures a UK-resident guarantor, or pays the balance of the outstanding rent in full in advance

The original student pays a £100 change of tenancy charge for early contract release.

Following this, the resident will be formally released from all liabilities under the terms of the tenancy agreement and a refund of any advance rent paid will be processed within 14 working days.

Please note – all replacement tenants must first be approved by the Accommodation Office. The tenancy agreement does not allow sub-letting.

3 Extraordinary Circumstances

If a student does is not eligible for early release under sections 1-2 of this policy, the landlord may agree to release a tenant from their agreement for medical or some other substantial reason. Early release will not normally be given under this section of our policy unless the reasons given in support of the tenant's request prevent a student from continuing with their studies.

A request for early release under this section of the Cancellation Policy must be made in writing to Pulse's Accommodation Office. If the application is made on medical grounds, it must be supported by the following:

A signed letter from the student's doctor confirming their advice to end studies at university for health reasons.

A signed letter from your university confirming that you have dropped out of university for health reasons.

Pulse may ask for additional information before notifying the student of the landlord's decision.

All decisions are made on a case-by-case basis. There is no right of appeal following the landlord's initial decision.

4 Cancellations by Pulse or The Landlord

Students are required to sign their tenancy agreement within 14 days of Pulse offering accommodation. Students who do not sign their agreement within this timeframe may have their booking cancelled and accommodation remarketed.

Where payment is due in advance of the start of a tenancy, a booking or a tenancy agreement may be cancelled if the payment is not made on or before the due date for payment.

Where a student fails to check in to the accommodation in accordance with the start of their tenancy and has not signed their tenancy agreement, their booking will be cancelled.

If a student fails to check in to the accommodation and has signed their tenancy agreement, the agreement will continue in force until terminated in accordance with this policy, or under clause 9 of the tenancy agreement.

5 Visa Application Denial

If a student applies for a visa to study and the visa application is denied, the “No Visa, No Pay” policy comes into effect.

Refund of Prepaid Rent: Under this policy, the accommodation provider agrees to refund any prepaid rent or deposit made by the student if the visa application is denied, provided that the denial is through no fault of the student. The student is required to provide official documentation of the visa denial to be eligible for the refund. This documentation serves as proof that the denial was beyond the student’s control.

The Process

All requests for cancellations should be made in writing to the Accommodation Office of the chosen accommodation scheme. Contact details for all schemes can be made in writing to info@pulsepropertymanagement.co.uk

Please note all changes or variations to your Tenancy Agreement will incur a £50.00 charge.



These include:

Apartment/ Room changes as your contract will have to change and we will have to carry out an additional check-out inspection.

Length of tenancy agreement changes – either longer/ shorter.

The charge will be the amount required to compensate us for any losses suffered or expenses reasonably incurred by Pulse and/or the Landlord as a result of the request.