

CANCELLATION POLICY (ENGLAND AND WALES) 2019/2020

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Please note this policy does not apply to our residences in Scotland, to view our Cancellation Policy for Scotland, please click [here](#).

We understand that booking a room in student accommodation can be a big decision. We also know that bookings are often made before you know what your exam results will be and that your personal circumstances may change unexpectedly prior to you moving into your new accommodation.

This policy sets out the process for requesting a cancellation and the fees involved. To get more information on the Scottish specific cancellation policy [please follow this link](#).

Cancelling within a 7 day period (7 day 'cooling off period')

If you have not collected your keys to your chosen residence, you may request to cancel your booking in writing or email to the General Manager at your chosen location at any time during the 7 days after you have signed your Assured Shorthold Tenancy Agreement (AST). Once we have received this request in writing, we will confirm receipt of your cancellation and refund your booking fee of £250.00 back to you.

Cancelling before 3rd August 2019

Outside of the 7 day cooling off period and prior to 3rd August 2019, you may request to cancel your booking in writing or email to the General Manager at your chosen residence. Once we have received this request in writing we shall confirm receipt of your cancellation. We will retain your booking fee of £250.00 as we will have to re-sell your room to somebody else, however your AST will be terminated and no other fees will be applicable.

Cancelling after 3rd August 2019

Outside of the 7 day cooling off period and after the 3rd August 2018, you may request to cancel your booking in writing or by email to the General Manager at your chosen residence. You will be fully responsible for finding a suitable replacement student to take over your AST. Only when a suitable replacement has been found and confirmed by the General

Manager will we release you from your AST, however, we will retain your booking fee of £250.00 if you have not yet collected your keys to the residence.

The Student Housing Company has the right to charge £100.00 if you have already moved into your accommodation to cover the costs of cleaning and preparing the room and new documents for the replacement student.

One less worry if you don't receive your grades

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 we do not have a residence in your new city/town of study, we will consider releasing you from your AST provided the following criteria are met:

1. You submit your request to cancel in writing or email to the General Manager at your chosen residence before the 24th August 2019, and;
2. You have provided the General Manager with a copy of your rejection letter from the University or UCAS

Once we have this, we will confirm receipt of your request to cancel and refund your booking fee of £250.00 back to you and any advance rent payments.