

Booking Terms and Conditions

Application Screening

In proceeding with this application you give us express consent to use the details provided by you to undertake searches against sanction lists maintained by the Governments of the United Kingdom and United States and the Governments of other countries as we choose including those maintained by the United Kingdom Treasury and the United States Office of Foreign Assets Control. This will not affect your rights or our obligations to you under the Data Protection Act 1998.

You have the right to ask us not to undertake such searches but in doing so we will not be able to progress your application.

Required Payments at Time of Booking: Booking Fee

Payment of the Booking Fee constitutes your acceptance that this is retained by us as a holding deposit to secure your room. At the point when your tenancy commences – the Commencement Date – Your payment will be deemed a Security Deposit and will then be protected by us within 30 days of the Commencement Date through registration with a Government approved Tenancy Deposit Service of our choosing. We will provide you with an appropriate certificate to that effect.

Debit / Credit Card Surcharge Fees

There will be no surcharge for payments made using a Debit Card/Credit Card.

Your Contract

By making a payment to us you are entering into a legal agreement with iQ Two Letting Property Limited Partnership and you will be bound by the conditions of that agreement which is governed and which will be administered under English Law. The Agreement will operate as an agreement for lease until the start date of your tenancy unless cancelled by the landlord.

You may cancel your Agreement with us subject to the Cancellation provisions detailed below. You will have the opportunity to read the terms and conditions applicable to the Agreement before you signify your acceptance of them. If you do not understand the terms and conditions of the Agreement you are encouraged to seek appropriate advice before accepting them.

Can I cancel my booking?

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

Please note: iQ Student Accommodation reserves the right to cancel any accommodation booking if you fail to complete your application or accept your Tenancy Agreement within the timeframe specified to you by the site team.

Cancellations before you move in

Cancellations before the 31st of July

Until the 31st of July, if you have not yet taken up occupation of your accommodation (which is deemed to occur at the time you collect the keys to the accommodation), you may cancel your booking. In this case, your Booking Fee is non-refundable and it cannot be transferred to another applicant or another tenancy period. You will no longer be liable for the contractual obligations laid out in the Tenancy Agreement.

Cancellations on or after the 31st of July

If you wish to cancel your booking on or after the 31st of July, regardless of whether you have collected your keys, you will remain liable for the contractual obligations laid out in the Tenancy Agreement unless you can offer proof you fit any of the following criteria:

- 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 provided within the timescales specified, the cancellation will be granted and you will no longer be liable for the contractual obligations laid out in the Tenancy Agreement.

Where the reason for cancellation cannot be proved in line with the above, you will remain liable for the full contractual rent, unless and until a replacement tenant is found for your accommodation. You are responsible for finding an eligible replacement tenant, although site staff will assist where possible. If a replacement tenant is found, you will be released from the contractual obligations laid out in the Tenancy Agreement and any overpaid rent money will be refunded to you, however your Booking Fee will be retained.

Any decision made to release a Customer outside of these criteria is made by the local/ regional management team, at their discretion, and on an individual case by case basis.

What should I do if I have failed to get in to my first university of choice and need to cancel my booking?

Should you fail to gain the required qualifications and are not accepted into the University you stated as your first choice to study a new course then we will cancel your Tenancy Agreement and refund your Booking Fee and rent payment so long as you provide the following information within the timescales mentioned below:

- Written confirmation from you that you wish to cancel your reservation due to having failed to obtain the required grades for your first choice University.
- Supporting evidence from the University or UCAS.

This information must be provided to us within 72 hours of your exam results being published to be eligible for a booking fee refund. Your Booking Fee and rent payment will be returned in full within four weeks.

If you fail to provide the information within 72 hours, your Booking Fee will be forfeit.

Please note, if you are attending another University in a city where iQ Student Accommodation has properties, our team will be happy to support you in finding suitable accommodation. In this case, your Booking Fee and Rent Payment will simply be transferred over to your new booking.

What should I do if I am declined a UK Visa?

If you fail to obtain a UK Visa, we will cancel your Tenancy Agreement and refund your rent payment so long as you provide the following information:

- Written confirmation from you that you wish to cancel your reservation.
- Supporting official evidence to show that the Visa was declined.

This supporting evidence should be supplied to iQ Student Accommodation within 72 hours of you receiving official confirmation. Your rent will be returned to you within 4 weeks but the Booking Fee will be retained as a cancellation fee.

What should I do if I can no longer move in due to extenuating circumstances?

If you are no longer able to attend University and/or live away from home due to extenuating circumstances, such as ill health or family issues, please speak to a member of iQ Student Accommodation staff.

What if I want to swap to another room?

If you want to change your choice of room, you can do so up until the 31st of July.

On or after this date, you won't be able to downgrade your room type.

If you want to upgrade your room, or move to a different room which is the same type as your original choice, you can do so free of charge up until the contract start date (subject to room availability).

What if I want to change my tenancy length?

If you wish to change your tenancy length to one of the other options available at your chosen site, you are able to do so without restriction and without charge up until the 31st of July.

After this date you will be unable to shorten your tenancy length, but can still choose to extend it without charge up until the contract start date.

Cancellations after you have moved in:

After you have taken up occupation of your accommodation your Booking Fee will become your deposit and be registered by us in a Government approved tenancy Deposit Protection scheme of our choosing and you will be provided with the Prescribed Information and a Deposit Certificate

Once you have taken up occupation of your accommodation you lose any right to cancel or be released from the Tenancy Agreement.

After taking up occupation of your room, you will remain liable for the full contractual rent, unless and until a replacement tenant is found for your accommodation. You are responsible for finding an eligible replacement tenant, although site staff will assist where possible.

- If a replacement tenant is found, we will release you from your tenancy agreement with effect from the start date of the new tenancy agreement (please bear in mind that all tenancies commence on a Saturday; the site team will confirm your official release date), upon payment of a £150 administration fee (which will be recovered by retaining all or part of your deposit and/or rent).
- An administration fee of £50 will be payable if your Tenancy Agreement is cancelled but you enter into a new Tenancy Agreement with iQ Student

Accommodation in respect of a different room but within the same tenancy period.

- An administration fee of £50 will be payable if you wish to swap your Tenancy Agreement to one with a longer tenancy length. You can make this change anytime up until the 31st of December. After the 31st of December, if you decide you wish to stay over the summer period, we may still be able to accommodate your needs. Speak to site staff to find out more.

Rent Payment Due Dates

Your first instalment of rent will be due prior to the start of your Tenancy; we've included a full schedule of your instalments in your Tenancy Letter which will be received by you after you have paid your Booking Fee.

Room Moves

Room moves after the start of the Tenancy Agreement will be managed based on availability. An administration fee will be required.

Tenancy Agreement

You will receive a copy of your Tenancy Agreement, including your Tenancy Letter and Terms & Conditions for review and acceptance via the Resident Portal. You will have the opportunity to read this agreement before you are required to confirm your acceptance of it

Failure to collect your key within timeframe

Should you fail to collect your key within 5 weeks of the commencement of the tenancy, then iQ Student Accommodation reserves the right to cancel your

booking and resell your room. In this instance your rent may be retained to cover losses for the period and your deposit kept as a cancellation fee.