



StudentFM

The student accommodation provider

Booking Cancellation Policy

The Booking Fee

The Booking fee is a non-refundable payment used to secure your room in advance of signing of your tenancy agreement.

This Booking Fee begins the process of booking your room. The Booking Fee is used to produce your tenancy agreement, carry out reference, guarantor and credit checks, complete the inventory and produce your welcome pack.

The Booking Fee varies between our student accommodation developments. For full details, please contact your chosen scheme.

Cancellation by Prospective Residents

A 14-day cancellation period is in place for all bookings where the student has not seen the accommodation in person. A full refund of the booking fee and the cancellation of the tenancy agreement is then processed.

For students who have booked less than 14 days prior to the start of the tenancy, bookings may be cancelled up to the date of the start of the tenancy.

For students wishing to cancel their booking after this 14 day period or have seen the accommodation, the cancellation policy for 'Current Residents' applies (see section 'Cancellation by Current Residents' below).

'First Year Guarantee'

Some of the developments operated by StudentFM offer a full refund of the booking fee and cancellation of the tenancy agreement for prospective first year students who fail to get a place at their chosen university or who surpass their predicted grades and choose to take a place at another university. If your chosen accommodation offers this guarantee, you will be required to provide:

- A rejection letter from your chosen university.
- Where applicable, an acceptance letter from their new university.

In circumstances where the student transfers to a university in a city where StudentFM also operates an accommodation development, StudentFM reserve the right to offer the student a transfer of their tenancy from their original accommodation booking to the new accommodation at the same contract length and rate as the original booking. If this offer is made and refused, while the original contract will be cancelled, StudentFM will retain the booking fee.

Cancellation by Current Residents

Students living in the accommodation or students who have not cancelled within the 14 day period are bound by the terms of the tenancy agreement and are liable for the rent for the whole of their tenancy. A student may however be released from their tenancy agreement 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 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 StudentFM and agrees to all terms and conditions set out within the tenancy agreement.

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

Please note – all replacement tenants must be approved by the Accommodation Office. Any instances of subletting are strictly against the terms of the tenancy agreement.

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Extraordinary Circumstances

In addition to the procedure above, the landlord may also decide to release a tenant from their agreement for medical reasons. This will only be considered if the medical reasons prevent a student from continuing with their studies. The following should be provided to the Accommodation Office along with a written request for early termination of the tenancy:

- A signed letter from your 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

Following this, the landlord will make a decision regarding your release from your obligations under the tenancy agreement. All decisions are made on a case by case basis. There is no right of appeal following this decision.

Cancellations by StudentFM/ Landlord

Under the terms of the booking, students are required to sign their tenancy agreement within 14 days of the offer being made. Students who do not sign their agreement within this timeframe may have their booking cancelled and will forfeit their booking fee along with any right to reclaim it.

Where a rental payment is due in advance of the start of a tenancy, should a student fail to make this payment, their booking may be cancelled, and they will forfeit their booking fee.

Where a student fails to check into the accommodation at the start of the tenancy and has not signed their tenancy agreement, their booking may be cancelled and they will forfeit their booking fee.

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 found on our website