

Cancellation Policy

Need to cancel your booking with Student Roost? We'll be sorry to see you go.

Bookings made after 6th November 2018

7-Day Cooling Off Period

You can cancel your booking in writing or by sending an email directly to the Property Team within 7 days of accepting your tenancy agreement. If you decide to cancel your accommodation booking within these 7 days you will receive a full refund of your booking fee. No fees, no fuss.

If you decide to cancel your booking following the 7-day cooling off period, the below procedures will apply depending on your circumstances:

The following procedure applies to the below:

- Failure to receive grades (all academic years)
- Failure to obtain VISA (all academic years)
- Studying in an alternative City

If you secure your accommodation and then for the above reasons are no longer able to attend the affiliated University, official written evidence from the University (and/or UCAS/relevant VISA authorities) must be sent directly to the Property Team within 3 calendar days of the results or decision being published. If sufficient evidence is provided, you will be eligible for release from the tenancy agreement and the full booking fee will be returned.

The following procedure applies to the below:

- Change of mind
- Booking different accommodation
- Accepted onto a placement

If you do not wish to live at Student Roost for the above reasons, you will be required to find a replacement person to take over your tenancy. The replacement person must be a student and match the preferences of the accommodation (e.g. female only flat). The replacement person must sign a contract for the entire length of your tenancy and secure this with payment of the booking fee. If a replacement is found, you will be released from your tenancy agreement and Student Roost will return your booking fee in full. Please note that your booking fee will be retained, and you will remain liable for all accommodation fees until a replacement person is found.

Bookings on or after 1st August

If you book your accommodation after 1st August, your cooling off period will reduce to 24 hours only from point of acceptance. If you cancel your booking within these 24 hours, your full booking fee will be returned. Should you wish to cancel after these 24 hours, the previous procedures will take place depending on your circumstances.

Cancellations following tenancy start date:

If you book your accommodation on or after the tenancy start date, there will be no cooling off period. Should you wish to cancel, the below procedures will take place depending on your circumstances.

The following procedure applies to the below:

- Fail to make grades required to complete academic year
- Eviction from University
- Voluntarily withdrawn from University

If you are unable to continue your studies at University and no longer will be a University student, you may be eligible to be released from your Student Roost tenancy. Your request to cancel must be submitted directly to the Property Team in writing or via email and be accompanied by sufficient evidence to your withdrawal and the reasons behind this.

If you are granted a tenancy release, your deposit will be returned to you (minus any deductions relating to the condition of the Property upon your departure).

The following procedure applies to the below:

- Placement
- Single Semester Course

If are required to cancel due to the above reasons, you will be required to find a replacement person for the remainder of your tenancy. The replacement person must sign a contract for the remaining length of your contract and secure this with payment of the booking fee. The replacement person must be a student and match the preferences of the accommodation (e.g. female only flat). If a replacement is found, you will be released from your tenancy agreement and Student Roost will return your deposit (minus any deductions relating to the condition of the Property upon your departure). Please note that your deposit will be retained, and you will remain liable for all accommodation fees until a replacement person is found.

Illness/Extenuating Circumstances

If you wish to leave the accommodation due to illness or any extenuating circumstances, this will be assessed on a case-by-case basis. The request to cancel must be made in writing or via email and any accompanying documentation must also be provided. Until a decision has been made, you will remain liable for all accommodation fees. If a tenancy release is not granted, you will be required to find a replacement person before you are released from your tenancy. If you are granted a tenancy release, your deposit will be returned to you (minus any deductions relating to the condition of the Property upon your departure).

Bookings made before 6th November 2018

Cancellations before 1st August

You can cancel your booking in writing or by sending an email directly to the Property Team at any time, prior to 1st August before your tenancy start date. Any customers who decide to cancel their accommodation booking prior to 1st August will receive a full refund of their booking fee. No fees, no fuss.

Cancellations after 1st August

If you book your accommodation after 1st August, you will be given a 24 hour 'cooling off period'. If you cancel your booking within these 24 hours, your full booking fee will be returned. Should you wish to cancel after these 24 hours, the below procedures will take place depending on your circumstances.

The following procedure applies to the below:

- Failure to receive grades (all academic years)
- Failure to obtain VISA (all academic years)
- Studying in an alternative city

If you secure your accommodation and then for the above reasons are no longer able to attend the affiliated University, official written evidence from the University (and/or UCAS/relevant VISA authorities) must be sent directly to the Property Team within 3 calendar days of the results or decision being published. If sufficient evidence is provided, you will be eligible for release from the tenancy agreement and the full booking fee will be returned.

The following procedure applies to the below:

- Change of mind
- Booking different accommodation

- Accepted onto a placement

If you do not wish to live at Student Roost for the above reasons, you will be required to find a replacement person to take over your tenancy. The replacement person must be a student and match the preferences of the accommodation (e.g. female only flat). The replacement person must sign a contract for the entire length of your tenancy and secure this with payment of the booking fee. If a replacement is found, you will be released from your tenancy agreement and Student Roost will return your booking fee in full. Please note that your booking fee will be retained, and you will remain liable for all accommodation fees until a replacement person is found.

Cancellations following tenancy start date:

If you book your accommodation on or after the tenancy start date, there will be no 'cooling off period'. Should you wish to cancel, the below procedures will take place depending on your circumstances.

The following procedure applies to the below:

- Fail to make grades required to complete academic year
- Eviction from University
- Voluntarily withdrawn from University

If you are unable to continue your studies at University and no longer will be a University student, you may be eligible to be released from your Student Roost tenancy. Your request to cancel must be submitted directly to the Property Team in writing or via email and be accompanied by sufficient evidence to your withdrawal and the reasons behind this.

If you are granted a tenancy release, your deposit will be returned to you (minus any deductions relating to the condition of the Property upon your departure).

The following procedure applies to the below:

- Placement
- Single Semester Course

If are required to cancel due to the above reasons, you will be required to find a replacement person for the remainder of your tenancy. The replacement person must sign a contract for the remaining length of your contract and secure this with payment of the booking fee. The replacement person must be a student and match the preferences of the accommodation (e.g. female only flat). If a replacement is found, you will be released from your tenancy agreement and Student Roost will return your deposit (minus any deductions relating to the condition of the Property upon your departure). Please note that your deposit will be retained, and you will remain liable for all accommodation fees until a replacement person is found.

Illness/Extenuating Circumstances

If you wish to leave the accommodation due to illness or any extenuating circumstances, this will be assessed on a case-by-case basis. The request to cancel must be made in writing or via email and any accompanying documentation must also be provided. Cases may be escalated to the Tenancy Release Panel who will confirm their decision within 5 working days. Until a formal decision has been made, you will remain liable for all accommodation fees. If a tenancy release is not granted, you will be required to find a replacement person before you are released from your tenancy. If you are granted a tenancy release, your deposit will be returned to you (minus any deductions relating to the condition of the Property upon your departure).

Updated 6th November 2018