

# Terms and Conditions

## **Contract**

Your Licence Agreement is your contract with us so make sure you and your guarantor read it carefully.

## **Disclaimer**

You acknowledge that this booking system is automated and it is always possible that, despite our best efforts, a Licence Agreement may inadvertently be populated by us with incorrect information (e.g. regarding the amount of rent payable, etc.). If due to a technical, hardware or software failure (or otherwise), an error in the Licence Agreement occurs which could have reasonably been recognised by you as an error, we will not be bound by such error, and we shall be entitled to amend the Licence Agreement to reflect the correct terms on 7 days' written notice to you. You shall have the option to terminate the amended Licence Agreement by giving us written notice within 30 days of our notice to you.

## **Formation of contract**

This website, booking system and any Licence Agreement sent to you are provided for information purposes. Please note that completing a booking form does not create any binding legal relationship between us. Your booking form and signed Licence Agreement constitute an offer to us to enter into that Licence Agreement. All offers are subject to acceptance by us, and if agreed, we will confirm such acceptance to you by signing the Licence Agreement and notifying you of this, at which point a binding contract will be formed.

## **Deposit**

The Holding Deposit is non refundable in the event of a cancellation for our properties in England. For our properties in Scotland we will refund the deposit if we receive written notice of cancellation within 14 days of booking, providing the licence period has not started. We will refund the deposit should we not be able to offer you accommodation. The Holding Deposit will convert to a Damage Deposit on commencement of the licence. This will be refunded at the end of licence less any outstanding charges on your account within 28 days.

You have further cancellation rights if you have booked exclusively through a Distance Selling method; see the Distance Selling section below.

## **Personal Information and your University**

In terms of personal information, we reserve the right to share information with the educational establishment you are attending for the purposes of pastoral care, safety and student welfare.

## **Distance Selling Regulations and Cancellation Policy**

If you are making this agreement exclusively by one or more means of distance communication you have further cancellation rights listed below.

If you have not visited the student accommodation site, or met the accommodation team of any other Student Castle staff, and are relying on a distance selling method to book your accommodation, you have the right to cancel your booking for a period of 7 days (14 days for our properties in Scotland) from making your booking and to the return of any booking fee paid, provided your licence has not commenced. You will lose your right of cancellation under the Regulations from the time your licence starts.

You may exercise your right to cancel your booking by giving notice of cancellation in writing to Jacqui Hawthorn, by registered post, or email. See your accommodation page for contact details or the Contact Student Castle page.