

# No place no pay: Aberdeen 1st and 2nd years

1. Students currently living in any of our Aberdeen properties (2018/19 academic year) who are in their 1st or 2nd year, and book a room for the following academic year (2019/20) in Aberdeen, will be eligible to be released from their 2019/20 Tenancy Agreement, if they don't get into their 2nd or 3rd year at their University.
2. Only customers living in Aberdeen for 2018/2019 academic year, are eligible to receive this offer. The offer will be available until all rooms have been booked or until Unite Students confirms the offer is no longer available, whichever is the earlier.
3. Subject to rooms being available, customers will automatically become eligible for this offer if they book a room directly with Unite Students for the 2019/20 academic year. Rooms can be booked online at [www.unitestudents.com](http://www.unitestudents.com), by calling the Unite Students National Contact Centre on 0300 303 8645, or contacting the property team [aberdeen@unitestudents.com](mailto:aberdeen@unitestudents.com)
4. If a customer is eligible for this offer, and wishes to be released from their 2019/20 Tenancy Agreement, they must provide Unite Students with evidence of their withdrawal no later than 7 days after their exam results.
5. This offer is no longer valid once the tenancy start date has passed.
6. All customers who do not apply to be released from their Tenancy Agreement by the stated cut-off date and in accordance with the conditions set out above will be bound by the terms and conditions and cancellation policy set out in the Tenancy Agreement.
7. Unite Students reserves the right to remove or change this promotional offer at any time.

Promoter: UNITE Integrated Solutions plc, South Quay House, Temple Back, Bristol, BS1 6FL.

# Cancellation policy for bookings made from 1st Nov 2017

1. Unless you have already collected the keys to the accommodation, you may cancel your booking by writing or sending an e-mail to us at [customerservices@unitestudents.com](mailto:customerservices@unitestudents.com), at any time during the 7 days after we send you an e-mail confirming your booking is complete (the "7 Day Cooling-Off Period"). If you do that, we will make no charge and will return your any deposit or any payment of advance rent to you.

2. Provided the 7 Day Cooling-Off-Period has expired, you will have to pay all amounts due under your Tenancy Agreement unless a replacement Tenant is found for your Room or you enter into a new Tenancy. If a replacement Tenant is found for your Room before your start date, we will release you from your Tenancy Agreement on the date seven days after the new Tenant's Tenancy Agreement is signed. If a replacement Tenant is found for your Room after your start date, we will release you from your Tenancy Agreement from the start date of the replacement Tenant's new Tenancy Agreement. If you have occupied the Room prior to this, you will be charged £50.00 to cover our costs of preparing the Room for the replacement Tenant.

### 3. No Place No Pay – applicable to 1st year students only

If you are a prospective first year undergraduate student and your offer of a place at your preferred University/Higher Education Institution is withdrawn by the University/Higher Education Institution as a result of you not achieving their required entry grades, you may be eligible to be released from this agreement. You may also be eligible to be released from this agreement if you are a prospective first year undergraduate student and you choose to go to a different University because you have exceeded your expected grades. To apply to be released from this agreement in the circumstances referred to above, you will need to supply us with a copy of:

- a written rejection letter from your chosen university/college or UCAS or a screen shot of your UCAS status which confirms that the required results were not achieved; or
- a copy of the proof of acceptance of your new university by UCAS adjustment.

These document(s) must be received by us within 7 calendar days from the date your results are published. Please email the documentation to [customerservices@unitestudents.com](mailto:customerservices@unitestudents.com). On receipt of the required documentation it will be verified and, provided we are satisfied, we will cancel your agreement and refund any deposit or advance rent paid in full.

## No Place No Pay Policy – International Student bookings

If you are:

a student moving to the United Kingdom from overseas for the first time to undertake study at a UK University;

have made a booking for a room with Unite Students; and

you are not already residing in the UK or have not previously attended a UK university.

this policy shall apply in addition to the standard Cancellation Policies for Unite Students set out at <https://www.unitestudents.com/terms/cancellation-policy>.

1. Up to the 1st August you may cancel your Booking if you have been rejected from the UK University that you have applied for and we will not charge you any fee and will refund your deposit or any advance payment rent;

2. After this cut-off date, you will have to pay all amounts due under your Tenancy Agreement unless a replacement Tenant is found for your Room or you enter into a new Tenancy. If a replacement Tenant is found for your Room before your start date, we will release you from your Tenancy Agreement on the date seven days after the new Tenant's Tenancy Agreement is signed. If a replacement Tenant is found for your Room after your start date, we will release you from your Tenancy Agreement from the start date of the replacement Tenant's new Tenancy Agreement. If you have occupied the Room prior to this, you will be charged £50.00 to cover our costs of preparing the Room for the replacement Tenant. Any replacement tenant will be required to rent the room at the price that is valid at the time the replacement take place – this price may be different from the price you benefited from when you booked the room originally;

3. Before the 1st August, for your cancellation request to be reviewed, you must provide a copy of the rejection letter from the UK University that you have applied for. The rejection letter must be received by Unite Students within 7 days from the date it is received by you.

Should this document not be available, Unite Students may consider copies of:

- Proof of IELTS examination failure
- Proof of A level or equivalent examination failure.

These documents need to be received within 7 days from the date of the results letter.

4. Please send the evidence of rejection, along with details of your booking to the following:

- a. Students booking through the Unite China Office: [china@unitestudents.com](mailto:china@unitestudents.com)
- b. Students booking through the Unite Students Cyprus Office: [cyprus@unitestudents.com](mailto:cyprus@unitestudents.com)

All other students should contact Unite Students via [internationalcancellations@unitestudents.com](mailto:internationalcancellations@unitestudents.com).