

2019-2020

1. **Before 1-week upfront rent payment is made:** Customer can cancel with no liability.
2. **After paying the 1-week upfront rent payment:**
 1. **Within 14 days of payment and acceptance of T&Cs:** Customer can cancel with refund of 1-week upfront rent payment if a written letter of cancellation is sent to urbanest UK using either of the below methods.
 2. **After 14 days of payment and acceptance of T&Cs:** Customer will be liable for the payment of rent and the other obligations set out in the Terms and Conditions of Tenancy (Assured Shorthold Tenancy) The only exception will be if you fail to obtain a visa to enter the United Kingdom. If that should happen, then, provided we receive notice from you by 31 July 2018 (with accompanying proof of refusal), we will accept the amount of the 1-week upfront rent payment as an agreed sum to compensate us for the loss of income which we will suffer, and you will be released from the terms of the Tenancy Agreement.
3. **After moving in:** After the customer collects his/her keys, the customer will be liable for the payment of rent and the other obligations set out in the Terms and Conditions of Tenancy (Assured Shorthold Tenancy). In the event the customer wishes to move out, he/she should contact the team who will be able to assist, but the customer must find a replacement tenant to take over the Tenancy and pay any associated administrative and clerical fees to carry out the transfer.
4. **How to Cancel:** A written letter of cancellation must be e-mailed to: bookings@urbanest.co.uk. The letter should detail the booking reference which is on your contract (beginning with T), customer name and a reason for cancelling. We will then be in touch with a cancellation form to begin the cancellation process.

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