

Terms And Conditions

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1. Booking a Room

1.1 Booking Options

There are three options for booking accommodation with Urban Student Life (USL):

1.1.1 Web Direct

To make a booking online, you will need to select the property and room type you wish to book and follow the on-screen instructions to complete your booking. You will be completing an electronic Assured Shorthold Tenancy Agreement (AST), and during this process you will need to supply all relevant documentation. Your window of time when booking online will be limited to four (4) hours from the start of the booking process to complete the AST; this applies to you and your UK Guarantor (if applicable). If you do not complete the AST in this time, it will be deleted and you will need to restart the booking process.

1.1.2 Via Accommodation Team

To make a booking, you are required to select your room type via our accommodation page. Once we have received your enquiry, you will be invited to complete an electronic AST, which will be issued to the email address you have provided. You will be required to provide all the relevant information requested during your online tenancy application. You will have up to 7 calendar days, or 2 calendar days during peak times, to complete your AST (the expiry date will be shown on your application). If you or your UK Guarantor (if applicable) have not signed and provided the requested documents, your AST will be cancelled.

1.1.3 Third Party Agent

To make a booking via a third party agent, you will need to follow their booking process. When the third party agent has processed your booking, you and your UK

Guarantor (if applicable) will be required to complete an AST, which will be issued to the email address provided during the agent booking process. You will be required to provide all the relevant information requested during your online tenancy application. You will have up to 7 calendar days to complete your AST (the expiry date will be shown on your application). If you or your UK Guarantor (if applicable) have not signed and provided the requested documents, your AST may be cancelled.

Please note that third party agents may require you to pay booking/application fees direct to them, as well as subscribe to their own terms and conditions and USL shall have no liability for refunds of application fees paid to third party agents. Check with the agent you are booking with for this information. USL shall have no liability for the conduct of any of the third party agents you have chosen to book through.

An AST is a legally binding document, and tenants and UK Guarantors (if applicable) should read this document carefully before agreeing to the terms of the agreement.

Our tenancy platform is powered by TenancySign. USL will create an account for you on TenancySign. By sending us your booking, or booking via our website, you confirm agreement with TenancySign's [website terms, privacy policy and acceptable use policy](#).

1.2 Acceptable documents during Tenancy Application:

Tenant

- Identification: passport, driving licence or photographic national identity card
- Student status: valid student identity card or offer/acceptance letter from university/college

UK Guarantor

- Identification: passport, driving licence or photographic national identity card
- Proof of income: pay slip or bank statement (showing incoming salary)
- Proof of address: mortgage statement or utility bill

All acceptable documents must be in English. USL reserves the right to reject any documentation that is not in English, or that is unclear.

All overseas booking applications are subject to passing Right to Rent Checks. For more information, see www.gov.uk/landlord-immigration-check.

USL will review your signed AST and email you a countersigned AST confirming your booking. A member of the accommodation team will contact you if we are unable to countersign the AST, and they will inform you of the reason(s) why.

1.3 Booking Fee

To confirm your booking with USL, you will be asked to agree to an AST provided by “StuRents” and you will pay £250.00, £50.00 of which is a non-refundable administration fee. The remaining £200.00 is converted to your refundable deposit after your AST has been countersigned by USL, and this is protected with “MyDeposits” (an independent Government-approved tenancy deposit protection scheme). Your deposit will be refunded to you at the end of your tenancy if there are no outstanding arrears and no damage to your room and/or communal areas.

Please note that there is a surcharge of up to 1.05% + 10p for payments made by a United Kingdom (UK) or European Union (EU) debit or credit card, and up to 2.55% + 17p for payment made by a non-UK/EU debit or credit card.

Please note that for the Guarantor signature, a non-refundable £1.00 fee is taken to verify the signatory as the payee.

Signing an AST and making a payment of £250.00 ensures your selected room type is held for you. Once your tenancy is signed by all parties – Tenant, Guarantor (if applicable) and USL – your booking will be confirmed.

Once USL has signed your AST, you will be sent a rent payment schedule and instructions on making your rental payment(s); see “Payment Methods”. You will not be able to move into the property if you do not pay the rent specified on your rent payment schedule.

2. Payment Methods

You have two payment options:

1. Pay in full
2. Instalments (choice of 9 or 4 instalments)

Direct Debit For all our properties, we request you set up a Direct Debit from a UK bank account. A Direct Debit mandate will be sent with your AST and rent payment

schedule. There is no charge for this service.

UK GBP Payments via Credit or Debit Card There is a 0.28% + 24p surcharge for debit card and a 1.05% + 10p surcharge for credit card for this service. If you book accommodation 14 calendar days prior to your check-in date, you will be required to pay using a credit or debit card via our online process.

Non-GBP Payments via Credit or Debit Card To pay in a currency other than British Pounds Sterling (GBP), you will be required to pay with a credit or debit card via our online process. There is a 1.78% + 30p surcharge for debit card and 2.55% + 17p surcharge for credit card for this service.

USL does not accept cash payments or cheques. Credit/debit card payments cannot be taken over the phone, or at the accommodation reception.

It is the tenant's responsibility to ensure funds are available to cover rental amount(s) in line with published payment terms (see 2.1 Instalment Schedules); we strongly recommend that you apply for Student Finance well in advance if you are relying on this to cover rental amount(s). Non-payment will be treated in line with the USL debt collection procedure (details of which are available on request).

2.1 Instalment Schedules

Payment in Full

This will be taken in August, or if booked in or after August, prior to the AST start date.

Payment in Instalments (requires a UK Guarantor)

9 Instalment Option:

August:	10% of total rent
September:	10% of total rent (or 20% if booked after 14 August)
October:	10% of total rent
November:	10% of total rent
December:	10% of total rent
January:	10% of total rent
February:	10% of total rent

March: 10% of total rent
April: 20% of total rent

4 Instalment Option:

August: 10% of total rent (or before AST start date)
September: 34% of total rent
January: 34% of total rent
April: 22% of total rent

Payment in Advance of Check In

Best suited for international students. "No Monthly Guarantor" instalment plan requires 30 % of rent prior to arrival, then seven equal monthly Payments until March. This option does not require a Guarantor.

The payment dates outlined in your contract are fixed and cannot be changed, so please ensure you will have the necessary funds in your account on the date rent is due for payment.

If you fail to make your first instalment/full payment on time, USL reserves the right to cancel your booking 14 calendar days after the date on which the payment was due. Your booking fee and deposit will be forfeited.

3. Guarantor Service

If you wish to secure your accommodation with us and you are planning to pay your rent in instalments, we ask that you provide a qualified UK Guarantor. A Guarantor is a responsible person who agrees to pay any outstanding rent and associated rent recovery costs for the tenant for whom they are acting as Guarantor, should the tenant fail to keep up with the rent payments for the accommodation. The agreement is a legally binding document and should not be signed lightly.

Providing a Guarantor is common practice in the UK and provides USL with the security and knowledge that the rent will be paid in full.

USL will carry out all necessary credit checks as prescribed by law and will reserve the right to reject nominated Guarantor applications if the requested information is

not provided and the nominated Guarantor does not meet the minimum requirements. The minimum requirements for a Guarantor are:

- UK resident for a minimum period of 3 years with permanent address in the UK
- In full-time employment (earning a minimum of thirty [30] times the tenant's monthly rent)

“Housing Hand” can act as your guarantor if you do not have a qualified UK Guarantor. The Housing Hand guarantor service can be selected during your tenancy application. For more information on Housing Hand, please visit www.housinghand.co.uk.

4. Cancellation Policy

4.1 Cancellation cooling off period(s)

If you choose to cancel your booking with USL, you will have 5 calendar days after signing your AST to do so.

If you made your booking fewer than 5 calendar days before your AST start date, you may cancel your booking until the earlier of (a) 5 calendar days after signing your AST, or (b) the date you actually check in.

You may request to cancel your booking by sending an email to bookwithme@urbanstudentlife.com

USL will refund your deposit (less a £50.00 administration fee) within 14 calendar days of accepting your cancellation. International bank transfers can take longer to process funds and incur a transfer fee.

4.2 Cancellations after the cooling off period(s)

You will not be able to cancel your booking after your cooling off period has ended. You and your Guarantor (if applicable) will be required to meet the obligations set out within your AST.

4.3 Cancellations after you have moved into the accommodation

We hope you speak to our local property manager if you are thinking about leaving your accommodation. If you do decide to leave your accommodation during your

contracted term, the landlord may agree to release you from your contract, providing the conditions set out below are met:

- You provide sufficient evidence to support your cancellation request
- You find a suitable replacement (who must be enrolled as a full-time student at a local university or college) to take a new tenancy agreement for your room for the remaining period of your contract.
- The incoming tenant must enter into an AST with USL, providing the relevant requested documents, and where relevant also providing a suitable UK Guarantor.
- Refunds due will not be processed until the incoming tenant taking over the contract has signed the AST, paid and moved into the accommodation.

If you fail to find someone to take over your tenancy, you and your guarantor (if applicable) will be responsible for paying the full rent until the end of your contracted time at the accommodation. You will also remain liable for the rent payment until the new tenant's AST starts.

4.4 Cancellations by USL or the Landlord

Our terms and conditions require you to sign your AST within the period specified on your electronic AST. If you and your Guarantor (if applicable) fail to sign your AST within this timescale, your AST will be automatically cancelled.

USL retains its right to cancel your AST and retain your deposit should you fail to provide a suitable guarantor for your tenancy on more than 2 occasions.

If for any reason USL is not able to offer you accommodation once your AST is fully signed, we will contact you as soon as possible detailing the reasons why, or offering an alternative solution. If we cannot offer a suitable alternative, we will refund all monies paid to USL. Should you decline the alternative accommodation, you can find a suitable replacement tenant to take over your tenancy and you and your Guarantor (if applicable) will remain liable for the rent payment until such time.

4.5 First-year students who do not get a place at university: "No Place, No Stay"

This offer is applicable to undergraduate first-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, you may be eligible to receive a refund of your deposit minus a £50 administration fee.

You may also be eligible to cancel under "No Place, No Stay" if you choose to go to a different university in a city that does not have availability in a USL property. Where

you have been accepted in university in a city where USL has availability in a property, your booking will be transferred to that property.

To cancel under “No Place, No Stay”, you must supply either (a) a copy of a written rejection letter from your chosen university/college; or (b) a copy of the acceptance letter from a new university. This must be received by USL (bookwithmwe@urbanstudentlife.com) within 5 calendar days of the date on which you have requested a cancellation. On receipt of the required documentation, provided it is satisfactory, the agreement will be cancelled with a refund of your deposit, minus a £50 administration fee.

4.6 Room Moves

We do not offer room moves once you have checked in. Nevertheless, in very limited circumstances and depending on availability, we may allow a room move. If you wish to change rooms, please contact the on-property team to discuss your requirements. If you are upgrading to a higher standard of room, you will have to agree to any uplift in rent. There is a £50 administration fee for changing rooms.

5 General Terms

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