

What is your cancellation policy?

We allow a 14 day cooling off period after paying the deposit if a studio is booked prior to 17 July. After the 17 July, the cooling off period becomes 48 hours.

If you cancel within 14 days (or 48 hours after 17 July), the account that paid the deposit will be given a full refund.

Once you have booked and the 14 days has elapsed (or 48 hours after 17 July), you are bound into a legal licence agreement which requires you to pay the rent for the full period of the licence agreement. We suggest if you are unsure about exam results, receiving your visa or other condition on you attending University that you do not book until you are sure.

After booking and the expiry of the 14 days (or 48 hours after 17 July), the only way to release yourself is to find a replacement tenant who will take on the full rent liability.

Can I transfer my booking to a different Vita Student development?

It is possible to transfer your deposit over to another building but you will need to go through the booking process again to select your studio in the new city. Our management team will be more than happy to have a conversation with you about the process to make it as easy as possible. Please be aware that an administration charge may be applicable.