

TERMINATION OF STUDENT TENANCY (CANCELLATION) POLICY

This document sets out how UK Student Houses will handle a request to cancel a booking or terminate a Tenancy Agreement.

Your tenancy agreement is a legal contract between you as the tenant and the landlord, with UK Student Houses acting as agent on behalf of the landlord. This sets out your responsibilities as a tenant and our responsibilities as your landlord's agent.

MAKING A BOOKING

When you make an application, if we are not able to offer you a room, we will usually notify you within 2 working days of receipt of the application and no payment will be due to us.

Once an application is processed and a room offer is made, you have a limited period of time to accept the offer, pay the deposit and complete the required tenant referencing checks.

Your room offer will lapse after 5 calendar days during normal booking periods, and 1 calendar day during the peak results and clearing period in the months of August and September.

If one of the steps is not completed within the offer period, the offer will expire and be removed. An offer can be reissued if necessary, but there is no guarantee that the same room will be available.

CANCELLING A BOOKING

If you accept an offer of accommodation online, or by signing a Tenancy Agreement, then decide you wish to cancel the contract, there are some circumstances where you can cancel the booking.

Cancelling within the Initial Cancellation Period ('Cooling Off Period')

You can cancel your tenancy agreement for **up to 7 calendar days** after the date of the booking, which is known as the Initial Cancellation Period, or 'Cooling Off Period'.

Providing your booking is cancelled within this Initial Cancellation Period, we will refund your full security deposit.

Please note, refunding the deposit after cancelling the booking may take a number of weeks depending on where it is up to in the process of securing it with the tenancy deposit scheme. If it has already been issued to the tenancy deposit scheme at the point of cancellation, they work to their own timeline and we **cannot influence** the speed of the refund from them.

Cancelling after the Initial Cancellation Period ('Cooling Off Period')

1ST YEAR APPLICANTS AND 1ST YEAR POSTGRADUATE STUDENTS

NO PLACE, NO PAY:

If you are a prospective first year Undergraduate or Postgraduate student and your offer of a place at your preferred University or Higher Education Institution is withdrawn by the University or Higher Education Institution because you do not achieve the required entry grades, you will be eligible to be released from this agreement.

You must provide written evidence from the University that you do not have a place **within 3 calendar days of your results being published** (and no later than 28th August, whichever date is sooner). We will release you from the contract without penalty and refund the deposit paid.

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 must:

- send an email from the email account you booked with to salesenquiries@ukstudenthouses.com confirming that you wish to cancel your booking, stating your full name, details of the property booked;
- send the written rejection letter from your chosen university/college or UCAS, 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 **3 calendar days** (and no later than 28th August, whichever date is sooner) from the date your results are published.

On receipt of the required documentation, it will be verified and, provided we are satisfied, we will cancel your agreement and process the refund of your deposit in full within 30 days.

If you fail to provide the information within 3 days, you will be required to provide 4 weeks' notice and will remain liable for any rent due during this notice period.

2ND YEAR & SUBSEQUENT YEAR STUDENTS

You can cancel your tenancy agreement for **up to 7 calendar days** after the date of the booking, which is known as the Initial Cancellation Period, or 'Cooling Off Period', by sending an email to salesenquiries@ukstudenthouses.com to your property email address if already in residence.

Providing your booking is cancelled within this Initial Cancellation Period, we will refund your full security deposit.

Please note, refunding the deposit after cancelling the booking may take a number of weeks depending on where it is up to in the process of securing it with the tenancy deposit scheme. If it has already been issued to the tenancy deposit scheme at the point of cancellation, they work to their own timeline and we **cannot influence** the speed of the refund from them.

To apply to be released from this contract if you do not achieve the required grades or your place at university is withdrawn, you must:

- send an email from the email account you booked with to: salesenquiries@ukstudenthouses.com confirming that you wish to cancel your booking, stating your full name, details of the property booked;
- send a letter from your university/college which confirms that the required results were not achieved, or that your place has been withdrawn.

These document(s) must be received by us within **3 calendar days** from the date you receive this confirmation.

On receipt of the required documentation, it will be verified, and provided we are satisfied, we will cancel your agreement and process the refund of your deposit in full within 30 days. If it has already been issued to the tenancy deposit scheme at the point of cancellation, they work to their own timeline and we **cannot influence** the speed of the refund from them.

If you fail to provide the information within 3 days, you will be required to provide 4 weeks' notice and will remain liable for any rent due during this notice period.

CAN I CANCEL MY CONTRACT AFTER THE TENANCY HAS COMMENCED AND I HAVE MOVED INTO THE ACCOMMODATION?

As the tenancy agreement is an Assured Periodic Tenancy Agreement, you will be able to serve two months' notice to quit to end your tenancy agreement.

This notice will need to be inline with a rent period, and the notice must expire on the last day of a rent period. For example, if you pay rent on the 1st of the month, your notice should be at least two months, ending on the last day of the month.

All notices should be issued in writing, ideally via email, to salesenquiries@ukstudenthouses.com

You should include the following information;

- Your full name
- The address of the property
- The intended departure date

COMPLAINTS

If you are not satisfied that UK Student Houses have not complied with this policy and wish to complain, our complaints policy gives information on what you should do, together with details of how we will handle your complaint.