



## Booking Fee / Reservation Rent, Cancellation Policy and Liability

To apply for and book, a flat or bedroom at a Collegiate AC managed property, you must pay a non-refundable Booking Fee (or a Reservation Rent in Scotland), through our on-line booking system (or manually in person).

The Booking Fee / Reservation Rent is non-refundable unless we are unable to make you an offer of accommodation, in which case we will refund it in full.

Under Distance Selling Regulations, if you have not visited the property or a show flat, and the Residential Period (the date of the tenancy you have booked) has not started, you are entitled for up to 14 days from the date you make your booking on-line (“the 14-day Cooling Off Period”) to cancel your booking and your tenancy and to obtain a full refund of the funds we receive from you. Once the Residential Period that you have booked for has started, your cancellation rights end.

To cancel your booking you must tell us in writing by sending an email to us at [tenants@collegiate-ac.com](mailto:tenants@collegiate-ac.com).

Your Booking Fee / Reservation will convert to a Security Deposit at the commencement of the Residential Period, once you, the tenant, have moved in. Your Deposit will be held under a Tenancy Deposit Protection Scheme and will be used as security against any damage to the Room, the Flat or the Property (fair wear and tear excepted), any damage to the furnishings or other equipment provided (fair wear and tear excepted) and any unpaid Rent or other charges incurred during the duration of your Tenancy Agreement. The balance of the Deposit will be paid to the Tenant within 28 days after the termination of the Tenancy Agreement, less any reasonable costs incurred for the breach of any obligation under the Tenancy Agreement.

It is important that you understand that when you book your accommodation, you are entering into a legal agreement with us and are liable for the full rent due for the Residential Period.

### **Cancellation of your Booking by Collegiate AC**

Our terms and conditions reflect that you are required to sign your tenancy agreement within 14 days of completing your on-line booking, and paying your non-refundable booking fee.

If you have failed to sign your agreement within the above period, we may give you notice by email of your failure to do so which may lead to the cancellation of your booking. If your booking is cancelled, and the 14-day Cooling Off period defined above has either expired, or does not apply to your booking, you will forfeit any booking fee you have paid to us.