

Booking, Cancellation Policy, and Liability (England and Wales)

Effective from 17/11/2025

To apply for and book, a flat or bedroom at a Collegiate UK managed property, you must pay £100 to reserve the room (described herein as “Reservation Rent”). This payment is made at the time of booking through our on-line booking system and is set as follows:

- £50 for re-bookers (students already living with us who are renewing)
- £100 for direct let bookings (all new applicants)

You will have 3 days from making your booking to sign the Tenancy Agreement. The Reservation Rent is fully refundable if you cancel your booking within this period.

If you do not cancel within the 3-day period, we will retain the Reservation Rent

Once the Tenancy Agreement has been signed, the Reservation Rent will be held until the first rental payment falls due under your Tenancy Agreement and will be offset against the amount due.

To cancel your booking, you must tell us in writing by sending an email to the property you booked with.

You may be eligible to be released from your agreement if:

No Place, No Pay

Eligibility: This policy is only available to first-year undergraduate or first year postgraduate students.

Conditions:

- You must inform us within 7 days of receiving your university place rejection.
- You must provide us with a written rejection letter from your chosen university/college.
- The final date to submit this evidence is 30th August.

Outcome: If these conditions are met, you can cancel your booking, and we will refund any rent paid.

No Visa, No Pay (International Students)

Eligibility: This policy is applicable only to first-year undergraduate or postgraduate international students coming to the UK.

Conditions:

- You must inform us within 7 days of receiving notification that your visa application has been declined.
- You must provide us with an official notification from the visa authorities.
- The final date to submit this evidence is 30th August.

Outcome: If these conditions are met, you can cancel your booking, and we will refund any rent paid.

Cancellation by Us

In the unlikely event that we have to cancel your booking, we will notify you in writing and provide you with alternative accommodation. If the alternative accommodation is not suitable, you will have the option to cancel your booking and receive a full refund of any rent paid.

General Conditions

- Any refund due will be processed within 14 days of receiving the necessary evidence.
- This policy does not affect your statutory rights.
- If you have any extenuating circumstances that prevent you taking your place at University or your room with us, you will need to provide evidence of your circumstances. Cases of this nature are considered on a case by case basis, please contact the residence you booked at to enquire and to understand what evidence we may require.