

# Booking, Cancellation Policy and Liability

## (England, Wales and Scotland)

Effective from 01/08/2026

To apply for and book a flat or bedroom at a Collegiate UK managed property, you must pay Advance Rent at the time of booking through our online booking system. The Advance Rent 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 your Tenancy Agreement. If you cancel your booking within this 3-day period, your Advance Rent will be refunded in full.

If you do not cancel within the 3-day period, the Advance Rent will be retained.

Once your Tenancy Agreement has been signed, the Advance Rent will be credited against your first rent instalment due under your Tenancy Agreement.

To cancel your booking, you must notify us in writing by emailing the property where you made your booking.

### Release from your Tenancy Agreement

You may be able to cancel your booking or end your Tenancy Agreement in the circumstances set out below.

#### Before your tenancy starts

##### No Place, No Pay

If you do not obtain a place at your chosen university or higher education institution, you may cancel your booking provided that:

- You notify us in writing within **7 days** of receiving confirmation that you have not secured your place.
- You provide official written confirmation from the university, UCAS or other relevant admissions authority confirming that you have not been admitted.
- We receive this evidence no later than **30 August**.

If these conditions are met, your booking will be cancelled and any Advance Rent and rent paid will be refunded.

##### No Visa, No Pay

If you require a visa to study in the UK and your visa application is refused, you may cancel your booking provided that:

- You notify us in writing within **7 days** of receiving notification that your visa application has been refused.
- You provide official evidence of the visa refusal.
- We receive this evidence no later than **30 August**.

If these conditions are met, your booking will be cancelled and any Advance Rent and rent paid will be refunded.

### *After your tenancy has started*

You may end your tenancy by giving **4 weeks' written notice**, together with appropriate supporting evidence, where:

- You withdraw from your course.
- You are excluded from your course.
- You are refused admission to your course.
- You have been absent from your course for more than **60 days due to illness**, and your university or higher education provider has agreed to suspend your studies.

Your tenancy will end 4 weeks after we receive your written notice and satisfactory supporting evidence.

### *Exceptional Circumstances*

If you are unable to take up or continue your tenancy due to other exceptional or compassionate circumstances that are not covered above, you should contact the property as soon as possible.

Requests will be considered on a case-by-case basis and supporting evidence will be required. Any decision to release you from your Tenancy Agreement in these circumstances will be at our discretion.

### *Replacement Tenant*

Where your request to be released from your Tenancy Agreement does not fall within this policy, we may, at our discretion, agree to release you if a suitable replacement tenant is found. Any release will be conditional upon the replacement tenant entering into a Tenancy Agreement on terms acceptable to us.

### *Cancellation by Us*

In the unlikely event that we need to cancel your booking, we will notify you in writing and, where possible, offer suitable alternative accommodation.

If the alternative accommodation is not suitable, you may cancel your booking and receive a full refund of any Advance Rent and rent already paid.

### *General Conditions*

- Any refund due will normally be processed within **14 days** of receiving all required supporting evidence.
- This policy does not affect your statutory rights.

- This policy should be read alongside your Tenancy Agreement and any applicable provisions of the ANUK/Unipol National Code.