



Cancellation Policy 2018/2019

We understand that booking a room in student accommodation can be a big decision. We also know that bookings are often made before you know what your exam results will be and that your personal circumstances may change unexpectedly prior to you moving into your new accommodation.

This policy sets out the process for requesting a cancellation and the fees involved.

Cancellation before you move in:

To confirm your application, the deposit required is £250. This fee is held by the Tenancy Deposit Scheme and is returnable at the end of your tenancy, providing you meet the terms in the Agreement. You also need to read and sign the Assured Shorthold Tenancy Agreement (the "Agreement") before you move in.

Once you have paid your deposit and signed your Agreement online you are agreeing to take up your place within the accommodation and are bound to pay the Agreement fee until the end of the period set out in the Agreement. Any subsequent request to cancel will require you to find a student to replace you, who is approved by aparto, to take over your Agreement. This carries an administration fee of £100.

The following is applicable to first year students only:

If you are not successful in obtaining your place at your chosen university/college then don't worry, we can help. We will consider a release from your Agreement and refund of any advance Rent payment where you can provide proof that you did not obtain a place at a university/college which is within a reasonable distance from the student accommodation you have booked. You will need to submit your request to cancel in writing or email along with the proof to the Accommodation Manager at your chosen location within five working days of confirmation having been received that you did not obtain a place at your chosen university/college

We will also consider the same release terms if you fail to obtain your visa to study. However, you will need to send us proof of such within five days of receipt from the visa office, and before 1st September 2019.

Cancellation after you have moved in:

1. Replacement – if you wish to leave the accommodation after you have moved in, you will need to find a suitable replacement to take over your agreement, and you will remain liable for all licence fee payments until the replacement has signed a new licence agreement, paid and checked into the accommodation. Only at this point are we able to release you from your Agreement and refund you any overpayment that may be due on your account. Replacements carry a £100 administration fee.

2. Without replacement – we will only consider any release without replacement in exceptional circumstances, such as on medical grounds. Any request will need to be accompanied by evidence, such as a doctor's letter, in writing, and sent to the General Manager. The General Manager's decision whether to release under exceptional circumstances is final.