

## Cancellation Policy

***Please be advised, if you choose to cancel your accommodation following payment of your initial fees and accepting your letter of offer, you will be entitled to a refund as per the stipulations outlined below;***

### 1. NO Visa prior to my lease commencing?

If you were not successful in receiving a visa to study in Australia before the commencement of your lease start date, we ask that you complete the following actions:

A written email requesting cancellation, which must be submitted to the property at which your booking is held within 24 hours of you receiving notification from the Department of Home Affairs, along with the email from the Department of Home Affairs advising your refusal notice to study in Australia. You will then be formally advised that your lease agreement will then be cancelled without penalty.

After the commencement of my lease?

If you are cancelling after the commencement of your lease date due to not receiving a visa to study in Australia we ask that you complete the following actions:

A written email notify that you wish to terminate your lease, which must be submitted to the property at which your booking is held within 24 hours of you receiving notification from the Department of Home Affairs, along with the email from the Department of Home Affairs advising your refusal notice to study in Australia. The Property Manager will consider your request for the breaking of your lease and advise whether your request has been accepted.

2. If travel restrictions due to COVID-19 impede on your ability to attend a full refund of the initial payments will be made, when written notice of cancellation is received up to 7 days prior to your contract start date and supporting documentation regarding the travel restrictions is provided.

3. If you are unable to arrive on your selected date due to flight cancellations, we may be able to move your lease commencement date. Depending on the length of delay, there may be some financial penalties incurred. This is handled on a case-by-case basis. If your flight is delayed, please email the property directly.

Cancellation due to:

- providing false or misleading information during your application or booking process
- failure to pay your bond or rent in advance
- failure to sign the Residential Tenancy Agreement when required
- a change of mind

will result in a monetary penalty. This may include forfeiting some or all of your advance rental payment and/or bond payment and is negotiated on a case-by-case basis.

Please note any refundable fees will be processed within 14 days of finalisation of refund.

\*If in the case you wish to cancel your agreement and your contract start date has passed, this is considered a lease break and lease break conditions apply (\*see Residential Tenancy Agreement).