



## **UNI2 RENT CANCELLATION POLICY 2020**

### **Cancellation policy for bookings made from 1<sup>st</sup> January 2021**

1. Unless you have already collected the keys to the accommodation, you may cancel your booking by writing or sending an e-mail to us at [rent@uni-2.co.uk](mailto:rent@uni-2.co.uk), at any time during the 7 days after we send you an e-mail confirming your booking is complete (the "7 Day Cooling-Off Period"). If you do that, we will make no charge and will return your any deposit or any payment of advance rent to you.

2. Provided the 7 Day Cooling-Off-Period has expired, you will have to pay all amounts due under your Tenancy Agreement unless a replacement Tenant is found for your Room or you enter into a new Tenancy. If a replacement Tenant is found for your Room before your start date, we will release you from your Tenancy Agreement on the date seven days after the new Tenant's Tenancy Agreement is signed. If a replacement Tenant is found for your Room after your start date, we will release you from your Tenancy Agreement from the start date of the replacement Tenant's new Tenancy Agreement. If you have occupied the Room prior to this, you will be charged £50.00 to cover our costs of preparing the Room for the replacement Tenant.

### **3. No Place No Pay – applicable to 1st year students only**

If you are a prospective first year undergraduate student and your offer of a place at your preferred University/Higher Education Institution is withdrawn by the University/Higher Education Institution as a result of you not achieving their required entry grades, you may be eligible to be released from this agreement. You may also be eligible to be released from this agreement if you are a prospective first year undergraduate student and you choose to go to a different University because you have exceeded your expected grades. To apply to be released from this agreement in the circumstances referred to above, you will need to supply us with a copy of:

- a written rejection letter from your chosen university/college or UCAS or a screen shot of your UCAS status which confirms that the required results were not achieved; or
- a copy of the proof of acceptance of your new university by UCAS adjustment. These document(s) must be received by us within 7 calendar days from the date your results are published. Please email the documentation to [rent@uni-2.co.uk](mailto:rent@uni-2.co.uk). On receipt of the required documentation it will be verified and, provided we are satisfied, we will cancel your agreement and refund any deposit or advance rent paid in full.



### **No Place No Pay Policy – International Student bookings**

If you are:

- a student moving to the United Kingdom from overseas for the first time to undertake study at a UK University;
- have made a booking for a room with Uni2 Rent and/or associated partners/agents and • you are not already residing in the UK or have not previously attended a UK university. this policy shall apply in addition to the standard Cancellation Policies for Unite Students set out above.

1. Up to the 1st August of each calendar year or 4 weeks prior to the contract start date if the tenancy start date is before August, you may cancel your Booking if you have been rejected from the UK University that you have applied or have had your VISA rejected - we will not charge you any fee and will refund any advance payment rent and your deposit will be refunded less an administration charge of £60 inc VAT.

2. After this cut-off date, you will have to pay all amounts due under your Tenancy Agreement unless a replacement Tenant is found for your Room or you enter into a new Tenancy. If a replacement Tenant is found for your Room before your start date, we will release you from your Tenancy Agreement on the date seven days after the new Tenant's Tenancy Agreement is signed. If a replacement Tenant is found for your Room after your start date, we will release you from your Tenancy Agreement from the start date of the replacement Tenant's new Tenancy Agreement. If you have occupied the Room prior to this, you will be charged £50.00 to cover our costs of preparing the Room for the replacement Tenant. Any replacement tenant will be required to rent the room at the price that is valid at the time the replacement take place – this price may be different from the price you benefited from when you booked the room originally;

3. Before the 1st August, for your cancellation request to be reviewed, you must provide a copy of the rejection letter from the UK University that you have applied for. The rejection letter must be received by Uni2 Rent within 7 days from the date it is received by you.

Should this document not be available, Uni2 Rent may consider copies of:

- Proof of IELTS examination failure
- Proof of A level or equivalent examination failure.

UNI2 RENT LTD, 89-91 DERBY ROAD, NOTTINGHAM. NG1 5BB  
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These documents need to be received within 7 days from the date of the results letter.

4. Please send the evidence of rejection, along with details of your booking to [rent@uni-2.co.uk](mailto:rent@uni-2.co.uk)

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