

Our full termination policy is within your online account.

You can cancel your tenancy agreement for up to 14 days after the date of your booking (the Initial Cancellation Period). For bookings made from 1st August to 30th September ahead of the academic year the booking is for, the Initial Cancellation Period reduces to 7 days. We will refund the full security deposit.

Please note, £20 will be deducted from the refunded amount to cover any international bank charges for deposit refunds made to non-UK banks.

If you cancel your booking after the Initial Cancellation Period, you remain liable for the weekly rent (for each and every week or part week) until you are able to find another tenant that is acceptable to "Accommodation Supplier" and we are able to re-let the room. The replacement tenant must be over the age of 18 and have the necessary student status (it is your responsibility to find another tenant and provide them with the correct information). If you find a suitable replacement tenant and the room is re-let we will refund your deposit, less any appropriate charges, as well as a deduction of £50 for the variation of the contract.

No Place No Pay

Prospective first year students who have applied to attend a University or a Higher Education Institution in any of the cities in which "Accommodation Supplier" operates, and who book a room with "Accommodation Supplier", will be allowed to be released from their Tenancy Agreement if, as a result of not achieving the required A-Level, Scottish Higher (or equivalent) results, they do not gain a place at their chosen university and evidence is provided.

Only new customers who have never lived at a "Accommodation Supplier" property are eligible.

If a customer does not gain a place at their chosen University or College and wishes to be released from their Tenancy Agreement, they must provide Accommodation Supplier with evidence of their rejection and evidence of the reason why (proof of results achieved etc) no later than 3 working days after their results day.

Evidence can be a written rejection letter from the University/College/UCAS, or a screen shot of the customer's UCAS status along with the results etc. This can be emailed to salesenquiries@wearehomesforstudents.com or posted to "Accommodation Supplier", Clock Tower Park, Longmoor Lane, Fazakerley, Liverpool, L10 1LD.

Customers who do not apply to be released from their Tenancy Agreement within this timescale and provide the correct evidence will be bound by the terms and conditions set out in the Tenancy Agreement.

No Visa No Pay

Prospective international students who have applied to attend a University or a Higher Education Institution in any of the cities in which "Accommodation Supplier" operates, and who book a room with "Accommodation Supplier", will be allowed to be released from their Tenancy Agreement if they do not receive the entry Visa they require for their study in the UK and evidence is provided.

Only new customers who have never lived at a "Accommodation Supplier" property are eligible.

If a customer does not receive the entry Visa they require for their study in the UK and wishes to be released from their Tenancy Agreement, they must provide "Accommodation Supplier" with evidence of their refusal of entry to the UK to study no later than 7 days after notification of their refusal.

Evidence can be a copy of the letter from the Home Office, UK Visas and Immigration service or other official Visa issuing body as well as a letter from the university, sponsor or institution where they were supposed to be studying. It must clearly show the student's full name, address and date of issue. This can be emailed to salesenquiries@wearehomesforstudents.com or posted to "Accommodation Supplier", 3 Clock Tower Park, Longmoor Lane, Fazakerley, Liverpool, L10 1LD. Customers who do not apply to be released from their Tenancy Agreement within this timescale will be bound by the terms and conditions set out in the Tenancy Agreement.