

Deferment and Cancellation Policy for new students affected by the travel restrictions imposed by the Australia Government

Scenario 1: Deferment for New Bookings

New students who are not allowed to enter Australia due to travel restrictions, and domestic students who cannot arrive to site due to interstate borders closure, will be granted a deferment of their contract start date until when the travel restrictions are lifted, or when they check in to dwell, whichever occurs earlier.

Rent will not be charged during the deferred period. All the terms and conditions of their current signed tenancy agreement (length of the tenancy, room type and rental rate) remain the same.

Students need to email dwell to inform the staff of their predicament and provide proof to qualify for this deferment. The request must be made at least 7 days prior to the contract start date.

Scenario 2: Deferment of studies from Semester 2 2020 to Semester 1 2021

New students affected by travel restrictions who defer their courses to Semester 1 2021, or whose Universities do not offer face-to-face courses, will be granted a deferment of their contract start date to Semester 1 2021.

Rent will not be charged during the deferred period. All the terms and conditions of their current signed tenancy agreement (length of the tenancy, room type and rental rate) remain the same.

Students need to email dwell to inform the staff of their predicament and provide evidence of enrolment deferral to 2021. The request must be made at least 7 days prior to the semester 2, 2020 contract start date.

Scenario 3: Cancellation for New Bookings

New students who are not allowed to enter Australia due to travel restrictions, and domestic students who cannot arrive to site due to interstate borders closure, will be granted a cancellation of their tenancy agreement. Cancellation fees will be waived and all payment made will be refunded.

Students need to email dwell to inform the staff of their predicament and provide proof that they are not Australia Citizens or residents, and are currently located in countries falling under the travel restriction from the Australian Government.

The request must be made at least 7 days prior to the contract start date.

Cancellation will also be granted to new students if:

- they are not granted a visa or a place at University
- due to medical conditions related to COVID-19
- University does not offer face-to-face classes

Students need to email dwell to inform the staff of their predicament and provide evidence of Visa cancellation, or course cancellation, or medical certificate of health conditions associated with COVID-19. Cancellation fees will be waived and all payment made will be refunded.