1. Booking a Room

1.1 Booking Options

There are three options for booking your accommodation with Cloud Student Homes

1.1.1 Web Direct

To make a booking online, you will need to select the property and room type you wish to book and follow the onscreen instructions to complete your booking. You will be completing an electronic Assured Shorthold Tenancy Agreement (AST), and during this process you will need to supply all relevant documentation. If you do not complete the AST in this time, it will be automatically cancelled, and you will need to restart the booking process again.

1.1.2 Via Accommodation Team

This can be requested by phone, email or via 'contact us'. You will be required to provide all the relevant information requested during your online tenancy application. You will have up to 7 calendar days to complete your AST (the expiry date will be shown on your application). If you or your UK Guarantor (if applicable) have not signed and provided the requested documents, your AST will be automatically cancelled.

1.1.3 Third Party Agent

To make a booking via a third-party agent, you will need to follow their booking process. When the third-party agent has processed your booking, you and your UK Guarantor (where applicable) will be required to complete an AST, which will be issued to the email address(es) provided during the agent booking process. You will then be required to provide all the relevant information requested during your online tenancy application. You will have up to 7 calendar days to complete your AST (the expiry date will be shown on your application). If you or your UK Guarantor (if applicable) have not signed and provided the requested documents, your AST will be automatically cancelled.

Please note that third party agents may require you to pay booking/application fees direct to them, as well as subscribe to their own terms and conditions. Check with the agent you are booking with for this information.

An AST is a legal document, and tenants and UK Guarantors (if applicable) should read this document carefully before agreeing to the terms of the agreement.

Our tenancy platform is powered by StuRents. Cloud Student Homes will create an account for you on StuRents. By sending us your booking, or booking via our website, you confirm agreement with StuRents website legal terms, privacy policy and acceptable use policy (for further information please see StuRents.com)

1.2 Acceptable documents during Tenancy Application:

Tenant

Identification: passport, driving licence or photographic national identity card

Visa: Visa (if applicable)

Student status: valid student identity card or offer/acceptance letter from university/college

UK Guarantor

Identification: Passport, driving licence or photographic national identity card

Proof of income: Pay slip or bank statement (showing incoming salary)

Proof of address: Mortgage statement or utility bill

Proof of Home Ownership: Mortgage statement

All acceptable documents must be in English. Cloud Student Homes reserves the right to reject any documentation that is not in English, or that is unclear.

All booking applications are subject to passing Right to Rent Checks. For more information, see www.gov.uk/landlordimmigration-check.

Cloud Student Homes will review your signed and submitted AST, when approved you will be notified by StuRents and your AST will be available to you on your portal (you will need your log in details to view), if Cloud Student Homes are unable to counter-sign your tenancy, you will be contacted with the reason.

1.3 Deposit

To confirm your booking with Cloud Student Homes, you will be asked to agree to an AST provided by StuRents and you will pay £150 (en-suite) or £200 (studio) deposit (payable at the time of signature). The £150 (en-suite) or £200 (studio) is converted to your refundable deposit after your AST has been countersigned by Cloud Student Homes, and this is protected with the 'Deposit Protection Scheme – DPS' (an independent Government approved tenancy deposit protection scheme). Your deposit will be refunded to you at the end of your tenancy (Cloud Student Homes reserves the right to deduct any rental arrears or costs for damage caused to your room/communal areas – you will be notified if any deductions apply).

Please note that there is a surcharge of up to 1.05% + 10p for payments made by a United Kingdom (UK) or European Union (EU) debit card, and up to 2.55% + 17p for payment made by a non-UK/EU debit card. This is a fee charged via StuRents, for all updated information please see StuRents.com

Please note our payment system charges a flat fee of £1.50 to all tenants when the tenant pays booking fees, deposits or non-automated rent instalments via our online portal provider (StuRents). For payments where the Payment Service Provider is outside of the EEA our online portal provider (StuRents) will continue to charge a card fee (up to 2%) on top of the £1.50 fee.

Your tenancy is only confirmed once you have a completed AST (signed by all parties).

Once Cloud Student Homes has signed your AST, you will be sent a rent payment schedule and instructions on making your rental payment(s), this schedule is also available in your AST; see '2. Payment Methods' (this is also available when logging into your StuRents portal using your log in details). You will not be able to move into the property if you do not pay the rent specified on your rent payment schedule.

Please note that for the Guarantor signature, a non-refundable £1.00 fee is taken to verify the signatory as the payee.

2. Payment Methods

You have two payment options:

1. Pay in full

2. Instalments (choice of 9 or 4 instalments) Direct Debit

For all our properties, we request you set up a Direct Debit from a UK bank account. A Direct Debit mandate will be sent with your AST and rent payment schedule. There is no charge for this service.

UK GBP Payments via Debit Card

To meet PSD2 regulations our payment system charges a flat fee of £1.50 to all tenants when the tenant pays booking fees, deposits or non-automated rent instalments via our online portal provider (StuRents) from UK, EU EEA via debit card.

Non-GBP Payments via Debit Card

Our payment system charges a flat fee of £1.50 and card fee (up to 2%) to all tenants when the tenant pays booking fees, deposits or non-automated rent instalments via our online portal provider (StuRents) outside of the EEA.

If you book accommodation 14 calendar days prior to your check-in date, you will be required to pay using a debit card via our online process.

Cloud Student Homes does not accept cash payments, credit cards or cheques. Debit card payments cannot be taken over the phone, or at the accommodation reception.

It is the tenant's responsibility to ensure funds are available to cover rental amount(s) in line with published payment terms (see 2.1 Instalment Schedules); we strongly recommend that you apply for Student Finance well in advance if you are relying on this to cover rental amount(s). Non-payment will be treated in line with the Cloud Student Homes debt collection procedure (details of which are available on request).

2.1 Instalment Schedules

Payment in Full

This will be taken on 9 August, or if booked in or after August, prior to the AST start date.

Payment in Instalments (requires a UK Guarantor) **9 Instalment Option:**

August: 10% of total rent

September: 10% of total rent (or 20% if booked after 14 August)

October: 10% of total rent

November: 10% of total rent

December: 10% of total rent

January: 10% of total rent

February: 10% of total rent

March: 10% of total rent

April: 20% of total rent

4 Instalment Option:

August: 10% of total rent (or before AST start date)

September: 34% of total rent

January: 34% of total rent

April: 22% of total rent

The payment dates outlined in your contract are fixed and cannot be changed, so you will need to ensure you will have the necessary funds in your account on the date rent is due for payment.

If you fail to make your first instalment/full payment on time, Cloud Student Homes reserves the right to cancel your booking 10 working days after the date on which the payment was due. Your booking fee and deposit will not be returned. Please note that access to the room is not granted until the first instalment/full rental payment is made (as per individual tenancy)

3. Guarantor Service

In order to reserve a room with us and pay in instalments, you are required to provide a qualified UK Guarantor. A Guarantor is a responsible person who agrees to pay any outstanding rent and associated rent recovery costs for the tenant for whom they are acting as Guarantor. The agreement is a legal document and should not be signed lightly.

Providing a Guarantor is common practice in the UK and provides Cloud Student Homes with the security and knowledge that the rent will be paid in full.

Cloud Student Homes reserves the right to reject nominated Guarantor applications if the requested information is not provided and the nominated Guarantor does not meet the minimum requirements. The minimum requirements for a Guarantor are:

UK resident

Homeowner

In full-time employment (earning a minimum of 30 [thirty] times the tenant's monthly rent)

Housing Hand (a third-party company) can act as your guarantor if you do not have a qualified UK Guarantor. The Housing Hand guarantor service can be selected during your tenancy application. For more information on Housing Hand, please visit www.housinghand.co.uk.

4. Cancellation Policy

4.1 Cancellation cooling off period(s)

If you choose to cancel your booking with Cloud Student Homes, you have 7 calendar days after signing your AST to do so.

If you made your booking fewer than 7 calendar days before your AST start date you may cancel your booking up until the day prior to your tenancy start date, without incurring penalty.

You may request to cancel your booking by sending an email to info@cloudstudenthomes.co.uk or contacting your property management team.

Cloud Student Homes will refund your deposit within 10 working days of accepting your cancellation. International bank transfers can take longer to process funds and incur a transfer fee.

4.2 Cancellations after the cooling off period(s)

Any requests outside the above period will require you to find a student to replace you, who in turn will need to complete the AST and paid their deposit via StuRents. Once they have passed the 7 day cool off period you will be released from the tenancy.

4.3 Cancellations after you have moved into the accommodation

You must speak to your local Property Manager if you are thinking about leaving your accommodation. If you do decide to leave your accommodation during your contracted term, the landlord *may* agree to release you from your contract, providing the conditions set out below are met:

- You find a suitable replacement (who must be enrolled as a full-time student at a local university or college) to take a new tenancy agreement for your room for the remaining period of your contract.
- The incoming tenant must sign an AST with Cloud Student Homes, providing the relevant requested documents, and where relevant also providing a suitable UK Guarantor.
- Refunds due will not be processed until the incoming tenant taking over the contract has signed the AST, paid and moved into the accommodation

Please note that you will be charged for the length of stay you occupied the room, and for any different in rental amount between yourself and the replacing student (if applicable).

If you fail to find someone to take over your tenancy, you and your guarantor (if applicable) will be responsible for paying the full rent until the end of your contracted time at the accommodation.

4.4 Cancellations by Cloud Student Homes or the Landlord

Our terms and conditions require you to sign your AST within the period specified on your electronic AST. If you and your Guarantor (if applicable) fail to sign your AST within this timescale, your AST will be automatically cancelled.

If for any reason Cloud Student Homes is not able to offer you accommodation once your AST is fully signed, we will contact you as soon as possible detailing the reasons why, or offering an alternative solution. If we cannot offer an alternative, or the alternative is not suitable, we will refund all monies paid to Cloud Student Homes.

4.5 First-year students who do not get a place at university: “No Place, No Stay”

This offer is applicable to undergraduate first-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 as a result of not achieving the required entry grades, you will be eligible to receive a refund of your deposit

You may also be eligible to cancel under “No Place, No Stay” if you choose to go to a different university in a city that does not have availability in a Cloud Student Homes property because you have exceeded your expected grades.

To cancel under “No Place, No Stay”, you must supply either;

(a) a copy of a written rejection letter from your chosen university/college or UCAS, which confirms that the results you required for acceptance were not achieved; or

(b) a copy of the proof of acceptance to a new university by UCAS adjustment.

This must be received by Cloud Student Homes (info@cloudstudenthomes.co.uk or directly to your property management team) within 5 calendar days of the date on which your results are published. On receipt of the required documentation, the agreement will be cancelled with a refund of your deposit.

6. Visas

If your Visa has been refused then you will need to contact your accommodation team within 5 days of the refusal with the evidence of the refusal in order for your cancellation to be processed and deposit refunded

Please note that if a Cloud Student Homes property is within the city for your alternate University then the above does not apply – you will (subject to availability) be offered a room within the alternate property and be required to sign an alternate AST with the new accommodation. If there is no availability, then your AST from your original property will be cancelled. Please contact info@cloudstudenthomes.co.uk to transfer your tenancy or to query availability within your alternate city location.

4.7 Room Moves

If you wish to change rooms, please contact the on-property team to discuss your requirements. If you are upgrading to a higher standard of room, you will have to agree to any uplift in rent. All room moves are subject to availability. Please note all rental monies must be paid prior to the transfer of rooms.

If your room is not ready or available for occupation at the start of your tenancy agreement, then Cloud Student Homes will provide you with an alternative room (preferably in the same accommodation, however Cloud Student Homes reserves the right to provide an alternate accommodation in/during emergency circumstances at an alternate accommodation).

If during/prior to your tenancy, your accommodation becomes unfit for occupation due to an incident (including but not limited to fire, flood or loss of essential service), you will be provided with alternative accommodation in the local area covered by the building insurance (subject to availability, and therefore may not be possible to provide the same facilities ie kitchen/gym) for the duration of the incident and in line with your tenancy end date (*if your tenancy date ends prior to your return to the accommodation then the alternative accommodation will cease from the end date of your tenancy agreement*). This temporary accommodation does not affect your legal obligation to pay rent as per Section 3 in the tenancy agreement.

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