



## **Almero Student**

### **Cancellation Policy**

#### **Cancelling your booking prior to moving in**

- Unless you have already collected the keys to the accommodation, you may cancel your booking by emailing us at [enquiries@almerostudent.com](mailto:enquiries@almerostudent.com) at any time during the 7 days after you have received an email confirming that your booking is complete (the "7 Day Cooling-Off Period"). If you cancel within the 7 Day Cooling-Off Period, we will refund your advanced rent payment in full within 30 days.
- If 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 Agreement with Almero Student. If a replacement Tenant is found for your Room before your start date, we will release you from your Tenancy Agreement. 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.
- In the instance that a replacement tenant is found prior to the start date of the tenancy, we will refund your advance rent payment in full within 30 days.

#### **If your university offer is withdrawn**

- 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first year undergraduate student and your offer of a place at your preferred University/Higher Education Institution is withdrawn by the University/Higher Education Institution as a result of you not achieving their required entry grades, you may be eligible to be released from this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. 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 [enquiries@almerostudent.com](mailto:enquiries@almerostudent.com). On receipt of the required documentation it will be verified and, provided we are satisfied, we will cancel your agreement and refund your advanced rent in full within 30 days.
- Please note, this offer is only available to 1st year students

#### **If your VISA application isn't approved**

**Almero Student**  
52 Grosvenor Gardens,  
London  
SW1W 0AU  
[almerostudent.com](http://almerostudent.com)

**Registered company address**  
Bath House,  
16 Bath Row,  
Stamford, PE9 2QU  
Registered company: 09444540



- If your application for a VISA to study in the UK isn't approved, then you may be eligible to be released from this agreement. To apply to be released from this agreement for these circumstances, then please send us the following:
  - An official letter or email confirming that your VISA has been rejected
  - An email or letter from your university, confirming that you will no longer be studying due to your VISA being rejected.
- These document(s) must be received by us within 7 calendar days from the date your results are published. Please email the documentation to [enquiries@almerostudent.com](mailto:enquiries@almerostudent.com). On receipt of the required documentation it will be verified and, provided we are satisfied, we will cancel your agreement and refund your advanced rent in full within 30 days.

### **Cancelling your booking after moving in**

If you need to cancel your booking after moving in, you must discuss this with your Property Manager.

In the case that there is an exceptional circumstance causing you to withdraw from your accommodation, the Property Manager will ask for you to send them evidence to support your application to cancel.

An exceptional circumstance could be any of the following:

- Medical grounds
- Mental Health
- VISA issues
- Withdrawal from University (for a specific reason)

Please note, this list is not exhaustive and each application will be treated on a case by case basis. Dependent on the circumstance, your application to be released from your tenancy agreement is not guaranteed to be approved.

If you are applying to be released from your tenancy without an exceptional circumstance, you are likely to be held liable for your tenancy agreement. This will mean that you are responsible for paying any rental amounts due until you are able to find a replacement tenant. Almero Student does not take responsibility for sourcing replacement tenants.

Where a replacement tenant is found, you will be released from your contract as of the day that the new tenant's agreement begins.