

Almero Student Cancellation Policy

Cancelling your booking prior to moving in

Once you have completed your booking and the tenancy agreement has been signed by both the resident and Almero Student, the contract is legally binding and no cooling off period shall apply.

Please note, your tenancy agreement is legally binding once it has been signed even if you do not collect the keys. You will remain liable for the rent of the property even if you decide not to move in, cancellation will only be considered for one of the following reasons.

If your university offer is withdrawn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year undergraduate student and your offer of a place at your preferred university or higher education establishment is withdrawn, then you may be eligible for release from your contract.
- To apply for release from your contract you must supply the following evidence:
 1. A written rejection letter from your chosen university/higher education establishment or from UCAS. Or a screen shot of your UCAS status confirming that the required results were not achieved; or
 2. A copy of the proof of acceptance of your new university by UCAS adjustment.
- These documents must be supplied by email to your relevant property email address within 7 calendar days from the date that your results are published.
- On receipt of the evidence, the property manager will review and verify the documents. Once approved, your contract will be cancelled and any advanced rent paid will be returned to you.
- If the documents provided are unsatisfactory, the property manager will ask you to provide alternative documents. If you do not provide the documents required, your cancellation request will be rejected, and you will be liable for the full amount of rent.
- Please be aware that this offer is only available to first year students.

Postgraduate students

- If you are a prospective postgraduate student and your offer of a place at your preferred university or higher education establishment is withdrawn, then you may be eligible for release from your contract.
- To apply for release from your contract you must supply the following evidence:
 1. A written rejection letter from your chosen university/higher education establishment or from UCAS. Or a screen shot of your UCAS status confirming that the required results were not achieved; or
 2. A copy of the proof of acceptance of your new university by UCAS adjustment.
- These documents must be supplied by email to your relevant property email address within 7 calendar days from the date that your results are published.
- On receipt of the evidence, the property manager will review and verify the documents. Once approved, your contract will be cancelled and any advanced rent paid will be returned to you.
- If the documents provided are unsatisfactory, the property manager will ask you to provide alternative documents. If you do not provide the documents required, your cancellation request will be rejected, and you will be liable for the full amount of rent.
- Please be aware that this offer is only available to postgraduate students.

If your VISA application isn't approved

- If your application for a VISA to study in the UK isn't approved, then you may be eligible to be released from your contract. To apply to be released from your contract you must supply the following evidence:
 1. An official letter or email confirming that your VISA has been rejected
 2. An email or letter from your university or higher education establishment confirming that you will no longer be studying due to your VISA application being rejected.
- These documents must be supplied by email to your relevant property email address within 7 calendar days from the date that your VISA application is rejected.
- On receipt of the evidence, the property manager will review and verify the documents. Once approved, your contract will be cancelled and any advanced rent paid will be returned to you.
- If the documents provided are unsatisfactory, the property manager will ask you to provide alternative documents. If you do not provide the documents required,

your cancellation request will be rejected, and you will be liable for the full amount of rent.

Cancelling your booking after moving in

From 1st May 2026, there are changes to the way that you can request to cancel your booking. Your cancellation request will depend on the type of contract you have for your accommodation.

If you are not sure which type of agreement you have, please speak to your property team who will be able to confirm this for you.

If you have an Assured Periodic Tenancy (APT) (applicable to students who have signed contracts prior to 1st May 2026 (unless otherwise notified) and to all students living at Welton Road)

- At any time after the commencement of the contract, you can request to cancel your agreement by giving us at least two calendar months' notice in writing.
- If you are planning to give notice, please be aware that the date in which you intend to leave the property must fall at the end of a rent period.
- Notice must be provided by email to the relevant property email address, no less than two calendar months prior to the date you intend to move out of the property.
- Your cancellation request is not approved until you have received confirmation from your property manager in writing.
- Upon approval of your request, your property manager will calculate any outstanding rent owed or refunds due and will communicate this to you in writing

If you have a Common Law Tenancy (CLT) (applicable to all students who have signed contracts after 1st May 2026 apart from students living at Welton Road)

You may request to cancel your contract with at least four weeks' notice if any of the following apply:

- You have withdrawn from your university or higher education establishment and are no longer studying
- You have been excluded from your university or higher education establishment
- You have been absent from your university or higher education establishment for more than 60 days due to illness and have agreed with your institution to suspend your studies as a result.

If you wish to give notice for any of the above reasons you must:

- Provide at least four weeks' notice in writing to your relevant property email address
- Include within the notice, the date which you intend to leave the property
- Provide evidence of your non-student status or suspension from studies due to illness, this will usually be a letter of confirmation from your university or higher education establishment
- Move out of your accommodation on or before the departure date stated in your notice.

Please note, your cancellation request is not approved until you receive confirmation from your property manager in writing.

Upon approval of your request, your property manager will calculate any outstanding rent owed or refunds due and will communicate this to you in writing.

Finding a tenancy replacement

If your cancellation request does not fall within any of the above circumstances, but you still wish to move out you will remain liable for the contract. In this instance you have two options:

- You can move out of the property but continue to pay the rent due up until the end of the contract.
- You can find a replacement tenant to take over the remainder of the contract.

To find a replacement tenant, you must advertise the room yourself and let the property team know that you are looking for someone to take over your contract. You must ensure that any replacement found is:

- A full-time student studying in the UK
- Willing to take over the remainder of your contract until it's end date

Once you have found a replacement tenant meeting the above criteria, you must inform the property team and pass them the contact details for the new tenant. The property team will arrange for a deed of assignment contract for the new tenant, which both you and the new tenant must sign.

Usual tenancy checks will apply to the new student (VISA, student status etc.) and the property team will notify you if the replacement tenant you have found does not meet the criteria.

Once the agreement has been signed, you will be released from your tenancy agreement as of the day that the new tenant's agreement begins.