

## Want to cancel your booking? Here's our policy.

FOR PROPERTIES IN SCOTLAND  
2015/16

### BOOKING FEE

When you make your booking with Hello Student, we'll ask you to pay a non-refundable booking fee. This will make sure your room's held for you.

Once your tenancy starts, this booking fee becomes your deposit – and becomes refundable. We'll protect it with My Deposits Scotland, an independent, government-approved scheme.

At the end of your tenancy, we'll refund your deposit, if your rent is fully paid and there's no damage to your room or to communal areas.

Once you've made your booking, we'll check and confirm your university place before sending you an offer of accommodation. When you get this, you'll need to log into your account, check your details, read through your tenancy agreement and sign the online contract. Then, upload relevant ID documentation.

If you don't have a UK-based guarantor, we'll ask you to pay the full years' rent upfront.

If you do have a guarantor, you can pay your rent in three instalments. The first, ten days before your contract starts (or you won't be able to move in). The second in January. And the last in April.

In some cases, (like if your student loan comes through later) you may be able to pay in four instalments instead. To arrange that just contact us.

If – for whatever reason – we can't make you an offer of accommodation, we'll let you know as soon as possible, explain why, or offer you an alternative solution. If we can't offer an alternative, or the alternative isn't suitable, we'll refund your booking fee in full, using the same method you used to pay it.

### 14-DAY COOLING OFF PERIOD

The cooling off period only applies if you haven't seen the accommodation in person. It allows you up to 14 days to cancel after you receive an offer from us.

If you made your booking less than 14 days before your scheduled check-in date, you can cancel it up until either 14 days after you receive your accommodation offer, or the date you check in. Whichever comes earlier.

Email your accommodation team to cancel your booking. You can find their address on the property's page on [hellostudent.co.uk](http://hellostudent.co.uk).

# HELLO<sup>®</sup> STUDENT

If you cancel within the 14-day cooling period, we'll refund your booking fee within 14 days.

If you cancel your booking after this 14-day period, your booking fee won't be refunded and you (and your guarantor, if you have one) will have to meet the obligations set out in the Tenancy Agreement.

## CANCELLATIONS AFTER YOU'VE MOVED IN

If for any reason you decide to leave during your contracted term, we might be able to release you from your contract. But only if these conditions are met:

You agree not to transfer or sublet the tenancy to anyone else without our written consent, as in point 10.1(m) of the Tenancy Agreement.

- You find a suitable replacement to take a new tenancy agreement for the rest of your contract. This person must:
  - be at least 18 years old and enrolled as a full-time student in a university close to the accommodation
  - enter into a Tenancy Agreement with us and pay all sums due within it
  - provide a guarantor where reasonable, who must accept the Terms and Conditions set out in the Tenancy Agreement
- You both pay a £50 administration fee.

We can't refund you until the student replacing you has taken over your room's contract, signed the Tenancy Agreement, paid, and moved in.

If you can't find someone to take over your tenancy, you'll be responsible for paying the full rent until the end of your contract.

## CANCELLATIONS BY STUDENTS OR HELLO STUDENT

After you receive our Offer of Accommodation, you have 14 days to sign your tenancy agreement online. Otherwise we may email you to cancel your booking, which would mean you'd forfeit your booking fee if you paid it outside the 14-day cooling off period (as detailed above).

If you haven't signed your agreement, and don't check in on your accommodation start date, we may email to cancel your booking at any time. If you're outside the 14-day cooling period, your booking fee won't be refunded.

Once you've signed your tenancy agreement, we can only end it through a mutual agreement, or if you meet the conditions for cancellation above.

## IF YOU DON'T GET A PLACE AT UNIVERSITY

If you're a first year prospective undergraduate student and your offer at your preferred higher education institute is withdrawn, or if you've chosen to go somewhere else, don't worry. We may be able to release you from your agreement if:

- your particular property allows it – check with your accommodation manager
- you provide a written rejection letter from your chosen higher education institute
- you provide a copy of the acceptance letter from your new higher education institute.