

REACH DEAF SERVICES STUDENT ACCOMMODATION**Cancellation Policy 2024/25****Bookings made prior to 1st May 2024**

If you sign your Lease Agreement prior to 1 May 2024 and you have not collected the keys to your room, you may cancel your Lease Agreement, by giving notice in writing or by e-mail to the residence manager at the property, with no penalty up until the 1st May. Once we receive such a notice, we will confirm receipt, cancel your Licence and will refund your advance room fee payment.

Bookings made on or after 1st May 2024

If you sign your Lease Agreement on or after 1 May 2024 and you have not collected the keys to your room, you may cancel your Lease Agreement, at any time within the period of fourteen (14) days of the date on which you sign your Lease Agreement (the “Cooling-Off Period”). Notice must be in writing or by e-mail to the manager at the property. Once we receive such a notice, we will confirm receipt, cancel your Licence and will refund your advance room fee payment.

Cancelling outside the Cooling-Off Period and after the 1st May 2024

Outside the cooling-off period or after 1st May 2024 you may request to cancel your Lease Agreement, by notice in writing or by e-mail to the manager at the property. However, you will remain liable for the room and your deposit fee will not be refunded.

Cancelling as you do not receive your visa

If you are not successfully awarded a visa to travel and study, then we will release you from your Lease Agreement provided the following criteria are met:

1. You submit your request to cancel, in writing or by e-mail to the residence manager at the property, within 3 days of your visa rejection letter; and
2. You provide the residence manager with a copy of your rejection letter from the embassy or visa office.

One less worry if you don't receive your offer:

This is applicable to prospective first-year round one CAO undergraduate students only.

If you are not successful in obtaining your place at your chosen college, then don't worry, we will release you from your Lease Agreement provided the following criteria are met:

1. Current year leaving certificate students may submit a request to cancel, in writing by e-mail to the manager at the property, within 24 hours of your offer/rejection.
2. You provide the residence manager with a copy of your rejection letter from the college or CAO.

Once we have your request, we will confirm receipt and refund your advance room fee payment. If your Lease Agreement has commenced, you will remain liable for the room and your deposit will not be refunded.