

REACH DEAF SERVICES STUDENT ACCOMMODATION

Cancellation Policy 2025/26

Semester 1 2025/26

Semester 1 - Bookings made prior to 1st September 2025

If you have not yet collected the keys to your room, you may cancel your Lease Agreement without penalty by providing written or email notice to the residence manager by August 1, 2025. Upon receiving your notice, we will confirm receipt, cancel your lease, and refund your deposit payment.

Semester 1 - Bookings made on or after 1st September 2025

If you sign your Lease Agreement on or after September 1, 2025, you may cancel it within fourteen (14) days of the signing date (the "Cooling-Off Period"). To do so, you must provide written or email notice to the property manager. Upon receiving your notice, we will confirm receipt, cancel your lease, and refund your advance room fee payment.

Cancelling outside the Cooling-Off Period and after the 1st September 2025

After the cooling-off period or after September 1, 2025, you may request to cancel your Lease Agreement by providing written or email notice to the property manager. However, you will remain responsible for the room, and your deposit will not be refunded.

Semester 2 2025/26

Semester 2 - Bookings made prior to 1st January 2026

If you have not yet collected the keys to your room, you may cancel your Lease Agreement without penalty by providing written or email notice to the residence manager by December 1, 2025. Upon receiving your notice, we will confirm receipt, cancel your lease, and refund your deposit payment.

Semester 2 - Bookings made on or after 1st January 2026

If you sign your Lease Agreement on or after January 1, 2026, you may cancel it within fourteen (14) days of the signing date (the "Cooling-Off Period"). To do so, you must provide written or email notice to the property manager. Upon receiving your notice, we will confirm receipt, cancel your lease, and refund your advance room fee payment.

Cancelling outside the Cooling-Off Period and after the 1st January 2026

After the cooling-off period or after January 1, 2026, you may request to cancel your Lease Agreement by providing written or email notice to the property manager. However, you will remain responsible for the room, and your deposit will not be refunded.

Cancelling if 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.
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.