



NO VISA, NO PROBLEM & NO PLACE, NO PAY

TERMS & CONDITIONS



NO VISA, NO PROBLEM!

DENIED VISA CANCELLATION – if you are denied a VISA and as a result cannot enter the UK to partake in your University degree, then you can cancel your booking with no obligation to the contract, so long as evidence of the VISA denial is sent to us within 72 hours of the letter/correspondence date.

These document(s) must be received by us within 72 hours from the date you receive this correspondence from the VISA control authority. Please email the documentation to the email address for the residence you have made a booking at, which can be found within your booking confirmation email. On receipt of the required documentation it will be verified and, provided we are satisfied, we will cancel your agreement and refund any deposit or advance rent paid in full.

NO PLACE, NO PAY! - (applicable to first year, postgraduate & rebooking students only)

If you are a prospective first year undergraduate student, postgraduate or a rebooking student and your offer of a place at your preferred University/Higher Education Institution is withdrawn by the University/Higher Education Institution as a result of you not achieving the required grades, you may be eligible to be released from this agreement.



You may also be eligible to be released from this agreement if you are a prospective first year undergraduate student and you choose to go to a different University because you have exceeded your expected grades.

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 72 hours from the date your results are published. Please email the documentation to the email address for the residence you have made a booking at, which can be found within your booking confirmation email.
- On receipt of the required documentation it will be verified and, provided we are satisfied, we will cancel your agreement and refund any advance rent paid.