STANDARD BOOKING TERMS

Booking Terms and Conditions

Sample Agreements linked here:

England

Ireland

Scotland

Wales

Tenancy Agreement

Once you have selected your accommodation and started the booking process you and your guarantor (if applicable) will have five days to sign the tenancy agreement.

As soon as you and your guarantor (if applicable) have signed the tenancy agreement, Now Student Living will countersign, and you will be notified via email that your booking is complete!

From this point the booking process is complete and legally binding, meaning that you are now legally committed to paying the rent in full even if you do not move into your accommodation or if you chose to leave early.

(There are circumstances where you may be able to exit your tenancy agreement, please refer to Cancellations below.)

Service Commencement

Now Student Living will start to provide services from the contract start date. The contract start date is visible when you select your accommodation and is also shown under 'Period of Stay' in page two of your agreement.

Advanced Rent

Your £200 advanced rent is due once your booking is confirmed as complete by Now Student Living. You will have 3 working days to make this payment, after this point your booking may be at risk of cancellation. Once you have paid your advanced rent, this amount will be deducted from your first instalment.

(If you are a rebooker, you will not be required to pay an advanced rent as a thank you for staying with us another year!)

Payment Due Dates

Your first rent instalment is due on 1st August 2026. The due dates of all instalments are shown when you select your chosen rent schedule during the booking process and are shown in your tenancy agreement under 'Payment Schedule' on pages two and three.

You must ensure that rent is paid by the due date, if you need advice on how to pay, please refer to our FAQs section.

Sanction Checks

We may conduct Sanctions Checks on all students and guarantors.

Once you and your guarantor (if applicable) have signed the tenancy agreement, you will be subject to sanction screening before your booking is progressed. There is nothing else you or your guarantor (if applicable) will need to do.

By signing the tenancy agreement, you, and your guarantor (if applicable) are confirming you will pass these checks. Should they fail, the booking will be cancelled. Subject to successfully passing the checks, the tenancy agreement will be countersigned by Now Student Living.

Cancellations – Cooling Off Period

Once your tenancy agreement has been countersigned by Now Student Living and your booking is complete, you will have a five day 'cooling off' period. So if circumstances change, you can cancel your booking if you have not moved into your accommodation.

From 1st August, the 'cooling off' period changes to two days after your tenancy agreement has been countersigned.

To cancel during the 'cooling off' period, you must provide written notice to your residence team within five/two days of receiving confirmation that your booking is complete.

If you validly cancel during the 'cooling off' period, you will be refunded any Advanced Rent you have paid to Now Student Living within 28 days.

There is no 'cooling off' period once Now Student Living's services commence, or if a booking is made after the accommodation's contract start date.

Cancellations – Failed Grades / Visa Application

If you fail to get your place at University or if you fail to obtain the required visa, you may cancel your booking outside of the cooling off period.

You must provide written notice and the required evidence (UCAS Notification) to your residence team within 72 hours of receiving it.

Once we have received sufficient evidence and your request to cancel, we will confirm if your request can be completed and your Advanced Rent (and any other payments made) will be refunded within 28 days.

Cancellations – Replacement Tenant

The only other instance where you may be able to cancel outside of the cooling off period is if you are able to provide a replacement tenant to take over the remainder of your contract. You will not be able to explore this option if your rent account is in arrears.

The replacement tenant must not already be living in a Now Student Living property. You will be liable for all rent due up to the date the replacement tenant

moves into the accommodation. If you can find a suitable replacement tenant, you may be entitled to a

refund if you have overpaid for your period of stay. This will only be paid if you are not in arrears and if the replacement tenant has signed their tenancy agreement.

Bills Included

Your rent covers:

- Your reasonable use of heating, lighting water and power supply.
- Wi-Fi
- Contents Insurance (subject to exclusions and limitations – see your Student Handbook for further details).

Offers

Please refer to Our Offers page on our website, which details the terms and conditions relating to each special offer. Please note that Now Student Living reserves the right to change or withdraw offers at any time.

Guarantors

If you would prefer to pay your rent for the full period in advance, or if you are unable to provide a guarantor, you can select the 'Full Payment' option when you make your booking. You will need to ensure all rent is paid by the due date, or your booking may be at risk of cancellation.

If you are choosing to pay in instalments, you will need to provide a guarantor at the same time you make your booking. Your guarantor cannot be someone living with you in the accommodation you are booking, and they cannot already be occupying a Now Student Living property.

A guarantor is required to meet all the obligations as set out in the Tenancy Agreement including guaranteeing the payment of rent (if you have not paid) and any costs arising from breaches of the tenancy. We will also contact your guarantor if you have been involved with serious incidents of antisocial behaviour. Should you fall into arrears or breach any obligations of the Tenancy Agreement, your guarantor will be contacted to ensure the breach is rectified.

Dual Occupancy Rooms

If you need to book a dual occupancy room, please ensure you book a room with the 'Dual Occupancy Available' badge visible. There is no additional cost for dual occupancy bookings!

Once you have completed your booking, your residence team will send you a Permitted Occupier Form, which you will need to complete and return within 5 days. You must have a completed this form before you check into your accommodation.

Here!
Student Living

Your Permitted Occupier must be a full-time registered student throughout the period of stay.

The tenancy agreement will be in your name, therefore you will be liable for all rent due, even if your Permitted Occupier moves out. You must notify Now Student Living if your Permitted Occupier does choose to move out before the end of the period of stay.

You may be able to replace your Permitted Occupier, you will need to request this via your residence team.

You will not be allowed overnight visitors if you have a dual occupancy room.