

CRM STUDENTS CANCELLATION POLICY

SCOTLAND | 2017/ 18



1. BOOKING FEE

On making your booking with CRM Students you will be asked to pay a non-refundable booking fee. This is to secure the booking of your room and ensure it is held for you. Once your tenancy commences this booking fee converts to your refundable Deposit. If your tenancy agreement is a Short Assured Tenancy of Section 32 of the Housing (Scotland) Act 1988 it will be held by My Deposits Scotland, an independent government approved tenancy deposit scheme. Your Deposit will be refunded to you at the end of your tenancy if there are no outstanding arrears or damage to your room and/or communal areas.

Once you have made your booking, CRM Students will make relevant checks to confirm your place at university and then make you an Offer of Accommodation. Once an Offer of Accommodation has been sent to you, you need to log into your account, check your details, read through your tenancy agreement and sign the online contract before uploading relevant identification documentation. You will be asked to pay the full years rent up front unless you have a UK based guarantor. If you have a UK based guarantor, you are able to pay your rent in 3 instalments. The first instalment needs to be paid 10 days before your contract starts. You will not be able to move into the property if this has not been paid. The second rent instalment is due in January and the final one in April. In some circumstances, we may be able to offer you a 4 part payment plan, as some student loans come through later, please contact us for more information.

If for any reason we are not able to make you an Offer of Accommodation we will contact you as soon as possible detailing reasons why or with an alternative solution. If we cannot offer an alternative or the alternative is not suitable we will refund your booking fee in full via the original method the payment was made.

2. 14 -DAY COOLING OFF PERIOD

If you choose to cancel your booking with CRM Students, providing you have not seen the accommodation, you have 14 calendar days after receiving the original Accommodation Offer to do so to get a full refund of the booking fee paid.

If you have made your booking less than 14 days before you scheduled check-in date, you may cancel your booking until the earlier of (a) 14 days after receipt of the Accommodation Offer email and (b) the date you actually check-in.

You may cancel your booking by sending an email to the relevant Accommodation Office email address listed on the individual sites contact details on www.crm-students.com. CRM Students will refund your booking fee within 14 calendar days of cancellation. If you cancel your booking after the 14 calendar day cool off period, you will not get your booking fee returned to you and you, and your guarantor if reasonable, will be required to meet the obligations set out within the Tenancy Agreement.

3. CANCELLATIONS AFTER YOU HAVE MOVED INTO THE ACCOMMODATION

3.1. 3.1 We hope you have a happy stay in your accommodation, but if for any reason you decide to leave during your contracted term, the landlord may agree to release you from your contract. Providing the conditions set out below are met:

- 3.1.1. You agree that you will not transfer or sublet the tenancy created by the Tenancy Agreement to anyone else without obtaining our written consent in-line with point 10.1(m) of the Tenancy Agreement.
- 3.1.2. You find a suitable replacement to take a new tenancy agreement for your room for the remaining period of your contract.

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- 3.1.2.1. Replacement tenants must be 18 years old or over and enrolled as a full time student in a university or college in proximity to the accommodation.
- 3.1.2.2. The incoming tenant must enter into a Tenancy Agreement with us and pay sums due within this agreement.
- 3.1.2.3. The incoming tenant, where reasonable, must provide a suitable Guarantor. The Guarantor must accept the Terms and Conditions set out in the Tenancy Agreement.
- 3.1.3. Refunds due will not be processed until the replacement taking over the contract has signed the Tenancy Agreement, paid and moved into the accommodation.
- 3.1.4. If you fail to find someone to take over your tenancy, you will be responsible for paying the full rent until the end of your contracted time at the accommodation.

4. CANCELLATIONS BY CRM STUDENTS OR THE LANDLORD

Our terms and conditions require you to sign your tenancy agreement online within 14 calendar days of receiving the Offer of Accommodation. If you fail to sign your agreement within this timescale we may cancel your booking, giving notice by email, and you will forfeit any booking fee paid if it is outside the 14 calendar day cooling off period above.

If you fail to check-in on your accommodation start date and you have not signed your agreement we may cancel your booking at any time by giving notice by email. If you are outside the 14 day cooling off period your booking fee will not be refunded.

Once you have signed your tenancy agreement it may only be terminated if we mutually agree to do so or in the circumstances set out in point 3 above.

5. 1ST YEAR STUDENTS WHO DO NOT GET A PLACE AT UNIVERSITY

This policy is site specific so please check with the individual site for confirmation.

You may be eligible to be released from your agreement, if you are a first year prospective undergraduate student and your offer of a place at your preferred University/Higher Education institution is withdrawn as a result of you not achieving the required entry grades or you have surpassed your required entry grades and choose to go to a different University.

In order to meet the criteria you will need:

- i. The site to have signed up to the policy – Check with the Accommodation Team directly.
- ii. To provide a written rejection letter from your chosen university/Higher Education Institute
- iii. To provide a copy of the acceptance letter from your new university.