



## ViBe Student Living 2020/21 COVID-19 Cancellation & Refund Policy

At ViBe Student Living, we fully understand that due to the COVID-19 pandemic, times are challenging, and we recognise there is a lot of uncertainty for students. We are committed to being as flexible as possible.

If you book your 2020/21 accommodation at Vibe Student Living you will be **entitled to a refund** if your university course has been cancelled or changed, or there are ongoing government travel/visa restrictions as a result of the COVID-19 pandemic.

### University Course Cancellations & Date Changes

- If your university course has been **cancelled**, you will need to provide supporting evidence from your university.
- You are required to let us know as soon as possible that you would like to cancel your contract and no later than 10 days before your tenancy begins (with supporting evidence).
- Subject to this you will be provided with a **FULL refund** of any amounts paid in respect of the 2020/21 academic year.
- If you are enrolled on your course and it has moved to online classes, then you will be expected to continue with your course and will still need to fulfil your tenancy contract for the 2020/21 academic year (subject to any travel restrictions which may apply below).
- If your university has **changed** its start and end dates, we will honour and alter your booking accordingly to ensure your accommodation requirements are met. However, should the end date clash with the start of the 2021/22 academic year, we will need to review and will revert accordingly. You are required to notify us as soon as possible that you would like to change your tenancy dates and no later than 10 days before your tenancy begins. You are also required to provide evidence of the change of university dates.

### Travel

- If you are unable to travel to the United Kingdom to start your university course due to government travel restrictions, you will be provided with a **FULL refund** of any amounts paid in respect of the 2020/21 academic year.
- You are required to let us know as soon as possible that you would like to cancel your contract and no later than 10 days before your tenancy begins.
- To the extent that we are unable to verify this ourselves, you may be requested to provide supporting evidence in order to process any refunds.



## Visas

- If you are due to travel and begin your stay but you are unable to obtain a UK visa, we will try to hold your room while your visa is being processed.
- If you are unable to obtain a visa due to COVID-19 you will be provided with a **FULL refund** of any amounts paid in respect of the 2020/21 academic year, provided you notify us that you would like to cancel your contract no later than 10 days before your tenancy begins .