

## Scotland

### 1. DEPOSIT

On making your booking with CRM Students you will be asked to pay a Deposit. Payment of the Deposit constitutes your acceptance that the Deposit is retained to secure your room in accordance with these terms and conditions.

You agree by us holding a deposit that the deadline to conclude the Tenancy Agreement following the receipt of the Deposit fee shall be 14 days thereafter, or any other period agreed by us (**the "deadline"**).

At the start of your Tenancy your Deposit will be protected and held in an independent Scottish Government approved tenancy deposit protection scheme such as My Deposits Scotland (MDS) or Safe Deposit Scotland (SDS), details of the scheme are published on the sites website. Your Deposit will be refunded to you at the end of your tenancy by the scheme provider if there are no outstanding arrears or damage to your room and/or communal areas.

By paying your Deposit, you give us express consent to use the details provided by you to undertake searches against sanction lists maintained by the government of the United Kingdom, United States, and other countries we choose including those maintained by the United States Office of Foreign Assets Control (OFAC). This will not affect your rights and/or our obligations to you under the Data Protection Act 2018.

You have the right to ask us to not undertake such searches but in doing so we will not be able to progress your application.

CRM Students will make relevant checks to confirm your place at university and will then make you an Offer of Accommodation where you will receive your online Tenancy Agreement via the Student Portal.

The Tenancy Agreement sets out the full terms and conditions under which you agree to rent a room with the Landlord, your guarantor and CRM Students Limited as Agent.

You will need to log into your account, check your details, and upload any relevant identification documentation.

You must then read and print two copies of the Tenancy Agreement before sending the original copies to the sites accommodation office.

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 Deposit in full via the original method the payment was made.

### 2. CANCELLATION BY YOU - 14 -DAY COOLING OFF PERIOD

If you choose to cancel your booking with CRM Students, you have 14 calendar days after receiving the Tenancy confirmation communication to do so to get a full refund of the Deposit 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](http://www.crm-students.com). CRM Students will refund your Deposit within 7 calendar days of cancellation.

### 3. PERIOD FROM AND INCLUDING WHEN YOU HAVE ENTERED INTO THE TENANCY AGREEMENT

If you have entered the Tenancy Agreement and you cancel your booking after the 14 calendar day cool off period, you can do so for reasons relating to Coronavirus by providing **28 days' notice in writing**. Any rent accrued up to and including the termination date will be payable regardless of whether you have collected your keys.

#### Failure to obtain a UK Visa

If you fail to obtain a UK Visa before the start date of your tenancy, we will cancel your Tenancy Agreement and refund any rent payments made so long as you provide within 72 hours of receiving your official confirmation:

- Supporting official evidence that your Visa was declined
- Written confirmation that you wish to cancel your booking

### 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.

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.

#### Governing Law

These terms and conditions shall be governed in accordance with the laws of Scotland.

This policy is due to expire on 31st March 2021. The company reserves the right to extend the policy in-line with government legislation.

UPDATED NOVEMBER 2020

---