

I THINK I NEED TO CANCEL MY ROOM, WHAT DO I DO NOW?

We understand that sometimes things change and you may find yourself in the unfortunate circumstance that means you might have to cancel your tenancy with.

We want you to know that if you are in a different situation from when you booked, there are a number of ways that we can support you. Please email: Zenith@crm-students.com

I'm within the 7-day cooling off period from when I booked my room with you

We'll be sorry to see you go, but if you're within the 7-days & need to cancel then you can do so by sending an email to the relevant property. Email us anytime during the 7 days after you receive your booking confirmation email from us.

Unless you've already collected your keys from us, you won't be charged and we'll return your upfront rent payment, as well as any other payments that you've made towards your rent.

It's been longer than 7 days since I booked my room with you

You won't be able to cancel your Tenancy Agreement, but you are able to find another student to take over your contract.

If you've found someone to take over your Tenancy Agreement before your start date, we can release you from your Tenancy Agreement seven days after the replacement resident's Tenancy Agreement is signed.

If you don't manage to find someone to replace you as a resident until after your tenancy start date, we can only release you from your Tenancy Agreement from the start date of the replacement resident's new Tenancy Agreement. If you've collected the key or occupied the room prior to this, there'll be a small charge of £50.00 to cover our costs of preparing the room for the resident replacing you.

What happens if I don't get a place at University?

In the unfortunate circumstance that you don't get a place at university, don't worry! We understand that things don't always go as planned!

For us to be able to help, please send through one of the below documents to our email:

- a) the written rejection letter from your chosen university/college or UCAS
- b) a screenshot of your UCAS status which confirms that the required results were not achieved.

Email them to the relevant property within 72 hours from the date your results are published. Once received, we'll verify your documents and if supported, we'll cancel your agreement and refund any advance rent paid in full.

I got a place at University, but it's not in the city that I'd planned to go to

We can help you transfer your booking to any of our other incredible accommodations across the UK, so go ahead and check if we're in your new city! You'll need to go through the booking process again to select your new room in the new building, but our team will be more than happy to help you through the process to make it as easy as possible. Just contact us at: Zenith@crm-students.com

Please be aware that this is subject to availability and we cannot guarantee there will be a room available.

If there isn't another CRM Students property in your new city, please send through a copy of the proof of acceptance from your new university by UCAS adjustment and email it to the relevant property within 72

hours from the date your results are published. Once received, we'll verify your documents and if supported, we'll cancel your agreement and refund any advance rent paid in full.

I'm hoping to do a Placement Year or a Year Abroad with my University/College next year, but I haven't had confirmation from my University/College yet. What will happen to my Tenancy Agreement?

If you get offered a place on a Placement Year or Year Abroad, you may be eligible to be released from your Tenancy Agreement if 2021-2022 is your final year of study at your University/College. For us to be able to help, please send through your written acceptance letter from your university/college that confirms you have been accepted onto either a Placement Year or Year Abroad.

Email them to the relevant property within 72 hours from the date you received confirmation from your University/College. Once received, we'll verify your documents, cancel your agreement and refund any advance rent paid in full if 2021/2022 is your final year of studies.

If you have remaining years of study at your University/College, we'll defer your Tenancy Agreement over to the following year for you, free of charge.

Were you travelling to us from outside the UK?

I'm an international student, am I able to cancel my room if I don't get into University?

If you don't manage to pass your exams or you're not accepted by the UK University, please send an email to the relevant property with a written rejection letter from your chosen university/college confirming why you weren't accepted this time. We need to receive this from you within 72 hours from the date you received your rejection from the university. Once received, we'll verify your documents, cancel your agreement and refund any advance rent paid in full.

(This policy is valid until the 15th of September 2021)

What happens if I'm not able to get a Visa to travel to the United Kingdom?

If you don't manage to get your Visa to come and study in the UK, all you need to do is email us the visa application rejection letter by email to the relevant property within 72 hours of receiving it. We'll then be able to cancel the booking and refund any advance rent paid in full.

(This policy is valid until the 15th of September 2021)

If your reason cancelling isn't listed above, unfortunately you won't be able to cancel your Tenancy Agreement, but you are able to find a replacement tenant to take over your contract.

Our team will be able to help support and advise you through this process but it is your responsibility to find a replacement tenant.