

Cancellation Policy- Updated information for 20/21 Bookings

Can I book for September?

Yes, Abodus is open, housing students from across the globe and whilst we appreciate you may not be able to attend a viewing in person, we can arrange skype viewings and many of our locations have virtual tours - see our website.

Many of you will be awaiting more information on what is happening with exam results, Visas and future international travel restrictions as a result of Covid-19 measures, however with Abodus you can book with total confidence.

We operate a 7 day “cooling off” period after you have secured your room with a paid deposit and signed your contract.

We also offer you the ability to cancel your tenancy after this point in certain circumstances, such as;

- ✚ Your UK Visa application has been denied
- ✚ You have failed to obtain the required qualifications to get into your first University of choice
- ✚ Extenuating circumstances e.g. ill-health, family circumstances

Where proof is required, this must be emailed to site, then the request to cancel will be considered. If you have failed to obtain your grades to attend university or your UK visa has been denied, the proof must be supplied and emailed to the site at the earliest opportunity and at least within 72-hours of you being notified. On receipt of the proof we will cancel your booking and refund your full deposit. You will no longer be liable for the contractual obligations in your tenancy agreement.

If you are no longer attending university or live away from home due to extenuating circumstances, then please contact the team at Abodus Student Living who can advise you further.

Can I cancel my booking?

If you have booked for September 2020, our standard cancellation policy applies. We have also now updated our policy to make allowances for how COVID 19 has impacted our lives.

If you have booked a Summer or Short Term stay with Abodus but find yourself unable to travel to the UK, due to international travel restrictions imposed by government, or due to Covid-19 related health issues, then you are able to cancel your booking and your deposit will be refunded in full, provided you notify us at the earliest reasonable opportunity, and in any event at least 72 hours before your Tenancy Start Date.

In cases where a 20/21 first year academic semester is delayed, due to COVID-19, Abodus will update the start date of your tenancy contract in line with the deferred university start date, if that is what you wish or require. In this circumstance, you must notify the Abodus team within 72 hours of the university confirming any deferred start date and you will need to provide proof in the form of an official email or statement as part of this request for deferral.

If you cannot attend University because the start of term is postponed significantly or indefinitely due to Covid-19, then you will also be able to cancel your booking and your deposit will be refunded in full, providing you provide proof in the form of an official email or statement as part of this request.

What if my course start date is delayed during the first semester for 2020/21? What happens with my contract?

We are in constant communication with all of our university partners, and there is nothing to suggest that the 2020/21 academic year will be delayed at this stage. If your term date is delayed for the first semester, we will simply update the start of your accommodation contract in line with your deferred University start date, if that is what you wish or require.

How do I defer my contract?

All you will need to do is let us know at the earliest opportunity, or at least within 72 hours of your university advising you that it has delayed the start of your 2020/21 academic year as a result of COVID 19 - You'll need to provide proof, such as an official email or statement from your respective institution in order for us to process this request.

What if I can't move in because of travel restrictions?

If you are unable to travel to the UK for the 20/21 academic year due to travel restrictions imposed by the UK Government / your government due to COVID-19, Abodus will not hold you to your tenancy agreement and deposits will be refunded - You'll need to provide proof, such as an official email or statement from your government in order for us to process this request, and do so at the earliest reasonable opportunity and at least 72 hours prior to your tenancy start date.

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