

Cancellation Policy – 23/24 Bookings

Can I book for September?

Yes, Abodus is open, housing students from across the globe. With viewings both in person and virtually, you can view our rooms and residences from wherever you may be. Please visit our book a viewing page to get sorted with us for a date and time of your choice.

Can I cancel my booking before I move in?

We offer a cooling off period of 7 days upon receipt of your Deposit and Contract Signing.

If a deposit is not required, the 7 days 'cooling off period' starts when your booking confirmation email has been sent.

If you cancel within the cooling off period, you will no longer be liable for the contractual obligations set out in the tenancy agreement and we will refund your deposit back to you.

If you have already checked in and collected keys, please see the section relating to cancellation after check in.

Can I cancel my booking after the 7-day cooling off period?

If you wish to cancel your booking after the 7-day cooling off period, you will remain liable for the contractual obligation set out in the tenancy agreement.

Exceptions to this may be considered if proof is offered under the following circumstances;

- 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 your deposit will be refunded.

You will no longer be liable for the contractual obligations in your tenancy agreement.

If you are cancelling your booking due to extenuating circumstances, proof must be emailed to site and then your request to cancel will be considered. Please be aware we are under no obligation to cancel under extenuating circumstances, and these will be dealt with on a case-by-case basis.

If you fail to send the proof within the 72-hour timescale, your deposit will be retained.

If you fail to tell us until after the tenancy commencement date you will be liable for the full contract.

If you hold an AST or PRT through a university nomination, this may vary, please check with your individual accommodation team at site for further details.

All requests to cancel a booking must be made in writing via email to the site you have booked.

Can I cancel my booking after I have moved in?

After you have checked in and collected your keys you lose the right to cancel your tenancy. You are liable for the full rent unless a suitable replacement is found to take over your tenancy agreement.

Only when a suitable replacement has been found and they have completed their tenancy and paid any rent due, will you be released from your tenancy liability, and we will refund your deposit provided if the room was returned in an acceptable condition.

If you have withdrawn from university due to extenuating circumstances, then please speak directly with your site operations manager who will advise further.