

# Cancellation Policy

The Agreement you have signed is a legally binding agreement and the below information on this policy corresponds with the agreement signed.

We assess all requests to cancel on a case-by-case basis. You must make a request to cancel in writing by completing our 'Cancellation Request Form' via email to [support@digstudent.co.uk](mailto:support@digstudent.co.uk). You must also provide sufficient documentation supporting the reasons for the request and why they prevent you from living in your accommodation. We will aim to respond to your cancellation request within 7 working days.

Please note, all communication related to your cancellation request will be made in writing by email to keep traceability of the case, we are not able to discuss these over the phone.

## **During cooling-off period**

Unless you have already collected the keys to the accommodation, you may cancel your booking in writing or by sending us an e-mail to [support@digstudent.co.uk](mailto:support@digstudent.co.uk) at any time during the 7 days after your booking has been fully confirmed and you received an e-mail confirming your booking is complete. If you request to cancel the Agreement in these circumstances, the Company will make no charge and will return the deposit (if paid) in full. Please note that at the point you receive your key and check in to your accommodation, the cooling-off period will immediately and automatically end.

## **After the cooling-off period has expired**

Outside the initial cooling-off Cancellation period, but before the final cancellation date, you may request to cancel your booking by writing or sending an e-mail to us at [support@digstudent.co.uk](mailto:support@digstudent.co.uk) at any time from when your contract has been confirmed up to 90 days prior to your contract start date. If you request to cancel the Agreement in these circumstances, we will release you from your agreement on receipt of a £50.00 cancellation fee payment.

## **After the final cancellation date**

As per the agreement, there is no option for cancellation after the Final Cancellation Date (90 days prior to your contract start date), and/or after you have collected your key. Should you wish to request cancellation of your agreement in these circumstances, you will remain liable for the accommodation fees and your contractual obligations until a decision has been made following your request. You may request to cancel your booking by writing or sending an e-mail to us at [support@digstudent.co.uk](mailto:support@digstudent.co.uk)

If you are granted a tenancy release- you will be required to pay a £50.00 cancellation fee. Once this is received, we will arrange the return of your deposit (minus any deductions relating to the condition of your room/flat upon your departure).

If a tenancy release is not granted- you will be required to find a replacement person to take over your tenancy before you are released from your agreement.

## **Please note the following conditions:**

1. The replacement person must be a student and match the preferences of the accommodation (e.g. female-only flat).
2. The replacement tenant cannot have a previous or existing booking with DIGS for any academic year.
3. The replacement student must sign a contract for the entire length of your tenancy agreement and secure this with payment of the deposit and the required rent payment at the point of taking over.

# Cancellation Policy (continued)

4. If a replacement student is found, you will be released from your tenancy agreement from the start date of the replacement student tenancy and on receipt of a £50.00 cancellation fee.
5. You will be liable for any rent payments up until the point the new student has taken over your tenancy and moved into the accommodation.
6. DIGS will return your deposit (minus any deductions relating to the condition of your room/flat upon your departure).

if, after the Final Cancellation Date, you would like to be released from your Agreement but you have not found a replacement student to take over the Agreement prior to the Agreement start date, you will remain liable for the full contractual rent obligations until a replacement is found by you. All rent payments must be kept up to date at all times.

If a replacement student is found by you or the company part way through your tenancy, we will release you from your Agreement from the date the new tenant has taken occupancy and on receipt of £50.00 cancellation fee. You will be liable for the rent up to the date the new student moves into the accommodation.

**\*\*Please note, the company will only attempt to find a replacement student for you once full occupancy has been achieved and your account is maintained in accordance with your contractual obligations. \*\***

## **Cancellation under the No Place No Pay policy**

For further information regarding this policy, please refer to your signed agreement, Annex A – No Place No Pay Terms and Conditions.

## **Cancellation under the No Visa No Pay policy**

For further information regarding this policy, please refer to your signed agreement, Annex B - No Visa No Pay Terms and Conditions

## **Cancellation under the Work Placement policy**

For further information regarding this policy, please refer to your signed agreement, Annex C – Work Placement Terms and Conditions.