

**URBAN EVOLUTION CANCELLATION POLICY**

## 1. Cancelling your booking.

- Unless you have already collected the keys to the property, you may cancel your booking by sending an e-mail to us at [queenslandplace@theurbanevolution.co.uk](mailto:queenslandplace@theurbanevolution.co.uk), at any time during the 10 days after we send you an e-mail confirming your booking is complete (the “10 Day Cooling-Off Period”). If you do that, you will not be charged, and we will return your deposit payment.
- If the 10 Day Cooling-Off-Period has expired, you will have to pay all amounts due under your Tenancy Agreement unless a replacement Tenant is found for your Room or you enter a new Tenancy. If a replacement Tenant is found for your Room before your start date, we will release you from your Tenancy Agreement on the date 10 days after the new Tenant’s Tenancy Agreement is signed. If a replacement Tenant is found for your Room after your start date, we will release you from your Tenancy Agreement from the start date of the replacement Tenant’s new Tenancy Agreement. If you have collected your keys & occupied the Room, you will be charged £50.00 to cover our costs of preparing the Room for the replacement Tenant along with the administration of a new tenancy set up.
- **No Grades No Pay** – If you are a prospective first year undergraduate student and your offer of a place at your preferred University/Higher Education Institution is withdrawn by the University/Higher Education Institution as a result of you not achieving their required entry grades, you may be eligible to be released from this agreement. You may also be eligible to be released from this agreement if you are a prospective first year undergraduate student and you choose to go to a different University because you have exceeded your expected grades. To apply to be released from this agreement in the circumstances referred to above, you will need to supply us with a copy of:
  - a written rejection letter from your chosen university/college or UCAS or a screen shot of your UCAS status which confirms that the required results were not achieved.

- All evidence must be received by us within 7 calendar days from the date your results are published. Please email the documentation to [queenslandplace@theurbanevolution.co.uk](mailto:queenslandplace@theurbanevolution.co.uk) . On receipt of the required documentation, it will be verified and, provided we are satisfied, we will cancel your agreement and refund any deposit or payments made.
- **No Visa No Pay/Covid-19 (Unable to travel):** if the student does not get their visa to come and study in the UK or is unable to travel and take up residency, the student must send us the visa application rejection letter OR letter stating they are unable to study or travel due to COVID-19 within 7 days of receiving it. we will then cancel the booking and refund the money to the student.

All cancellation requests along with the required evidence must be sent by the students email that was registered with Urban Evolution during the time of booking.

If a booking has been made through an agent, then the agent must also be informed via email.

**Replacement tenant found:** The student is required to find a replacement tenant to take over their tenancy agreement, this must be the same tenancy length and same weekly rate as the original tenancy, once this has been processed and the new tenant has accepted and have paid the £250 (if applicable), we will release the original student from their contract.

The student remains liable for the rent unless they find a replacement.

Revised 01/02/2021