



Where students are at home.

The Glassworks (“Building”) Cancellation Policy

In this cancellation policy, the following defined words shall apply

Room: The Room / Studio in the Building which you have entered into an agreement with us to let

We, us, our: BRSHUT OpCo Limited as general partner for the BRSHUT Operating Limited Partnership, who is the landlord of the Building

You or your: The person who agrees to let a room at the Building from us

Prior to entering into a Tenancy Agreement:

Students are given a deadline by DMU in which to complete their booking with The Glassworks. The date is specified in the email sent by DMU. If Students fail to confirm their booking within this deadline, the booking is cancelled and DMU refunds £200.00 of the initial booking fee and notifies Host of this change.

You are able to cancel your booking at The Glassworks at any point by contacting DMU Accommodation. DMU will refund you £200.00 of your booking payment and the room will be re-allocated.

After entering into a Tenancy Agreement, but before the tenancy start date:

You may cancel the tenancy agreement that you have entered into with us:

- (a) If you are within the 14-day cooling off period. The cooling off period begins on the date you have completed your booking and Host has confirmed your completion with DMU.
- (b) You are no longer attending DMU or if you are deferring your studies until the 2025/26 Academic Year. You must contact DMU in writing if you wish to cancel your booking. You will be refunded £200.00 of the booking payment and the room will be re-allocated.
- (c) If your notice of cancellation is received after the cooling off period but before the tenancy start date, we will not accept a cancellation/surrender of your tenancy agreement for the Room until a suitable replacement tenant is found for the Room.

On or after the tenancy start date:

- (d) If your notice of cancellation is received on or after the tenancy start date, we will not accept a cancellation/surrender of your tenancy agreement for the Room until a suitable replacement tenant is found for the Room.

If you cancel in line with sections (c) or (d) of this policy, we shall endeavour to re-let the Room however cannot guarantee that we will be able to do so. You will remain liable to pay the rent for the Room and all other charges and costs under your tenancy agreement for the period to the date that a replacement tenancy for the Room commences. We reserve the right to charge you a fee in the sum of £100.00 as a contribution towards our administration costs incurred in dealing with the surrender of the tenancy agreement and the sourcing of a new tenant.

If a replacement tenant is found for the Room, we will release you from your tenancy agreement with effect from the date that the new tenancy agreement for the Room begins.



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In the event you fail to honour your contractual obligations in relation to the payment of rent on the due dates before occupation of the Room, we may cancel your tenancy agreement by giving you notice in writing of cancellation; in the circumstances we will not repay any advanced payments made by you to us.

In the event that we cancel the tenancy agreement at any time before occupation of the Room by you, we shall give you as much advanced written notice as we can in the circumstances and will repay the initial rental payment to you and any other fees that we have taken from you in connection with the tenancy.