Host.
Where students are at home.

Booking Cancellation Policy 2027-28 – England & Wales

Policy Statement

This policy explains when a booking or agreement can be cancelled, the evidence required to support a cancellation request, any administration fees that may apply, and how refunds are handled. A booking or agreement remains legally binding unless cancellation is accepted by Host in writing.

In this policy, "agreement" means the accommodation contract entered into with the landlord care of Host. Depending on the property, location and booking type, this may be a tenancy agreement, licence to occupy, or another form of accommodation agreement.

Cooling-off period

You can cancel your booking without charge during the applicable cooling-off period:

- 72 hours from the time you make your booking and pay your Advance Rent
- 24 hours from the time you make your booking and pay your Advance Rent (for bookings made from 1st August in each booking cycle)

The cooling-off period applies only before your agreement has started and before keys have been collected. If you cancel within the applicable cooling-off period, Host will cancel your booking and refund any Advance Rent or rent paid in advance.

No Place, No Pay

If you are eligible for Host's No Place, No Pay offer, you can cancel if you are unable to take up your university place. You must:

- provide official written confirmation from your university or UCAS that you have not been accepted onto your course or are no longer able to take up your place
- notify Host within 72 hours of receiving your university results or decision
- request cancellation at least 7 calendar days before your agreement start date

If these conditions are met, Host will cancel your booking or agreement and refund any rent paid in advance.

No Visa, No Pay

If you are eligible for Host's No Visa, No Pay offer, you can cancel if your UK visa application is refused. You must:

- provide official written evidence of the visa refusal
- notify Host within 72 hours of receiving the refusal

- request cancellation at least 7 calendar days before your agreement start date

If these conditions are met, Host will cancel your booking or agreement and refund any rent paid in advance.

Changes to your university or studies

If your agreement is a Common Law Tenancy Agreement and the ANUK/Unipol National Code applies, you may have a right to end your agreement if you are no longer able to continue as a student in certain circumstances. This may apply if you:

- withdraw from your course
- are excluded from your course
- are refused admission to your institution
- have been absent from your course for more than 60 days due to illness and have agreed with your higher education provider to suspend your studies

You must give Host at least 4 weeks' written notice and provide evidence reasonably satisfactory to Host. This will normally be confirmation from your university or higher education provider.

You must move out by the departure date stated in your notice.

Once your notice has been accepted, Host may market the room to another student.

If you change your mind

Once the applicable cooling-off period has ended, you remain bound by your booking or agreement unless you qualify for No Place, No Pay, No Visa, No Pay or a cancellation right under the ANUK/Unipol National Code.

1. If you have not signed your agreement

Your booking will be treated as cancelled and you will not need to find a replacement resident. A £50 administration fee will apply and will be deducted from any Advance Rent or rent paid in advance before any remaining balance is refunded.

2. If you have signed your agreement

You remain responsible for your agreement and the rent due until an approved replacement resident takes over your room, unless Host agrees otherwise in writing. The replacement resident must:

- meet Host's eligibility requirements
- be approved by Host
- complete all required checks and documentation
- pay any required rent or other charges

A £50 administration fee will apply when your cancellation is completed. This will be deducted from any Advance Rent or rent paid in advance before any remaining balance is refunded.

3. If your agreement has already started

Moving out or returning your keys does not automatically end your agreement or your responsibility for rent.

If you need to leave after your agreement has started, contact your Property Team as soon as possible. Depending on your circumstances, you may be able to:

- end your agreement under the ANUK/Unipol National Code
- arrange an approved replacement resident
- agree another arrangement with Host

Where a replacement resident is required, you remain responsible for rent and other contractual charges until their agreement has started, unless Host agrees otherwise in writing.

A £50 administration fee applies where your cancellation or release is accepted and will be deducted from any Advance Rent or rent paid in advance before any remaining balance is refunded.

Exceptional circumstances

If serious and unexpected circumstances prevent you from taking up or continuing with your accommodation, contact your Host team as soon as possible. The team will consider requests individually and may ask for supporting evidence to submit to the landlord.

An exceptional circumstances request does not automatically cancel your booking or agreement or release you from your contractual obligations. The Host team will confirm the outcome in writing.

Host's right to cancel or change a booking

Before your agreement has been fully executed and countersigned by both parties, Host may cancel your booking or change your room allocation or property where necessary, including where:

- you do not provide satisfactory proof of student status
- you fail required checks, including the UK Government sanctions list check
- your right to remain in the UK does not cover the full length of your agreement
- Host needs to cancel the booking for operational reasons
- we need to offer you a suitable alternative room or property

If Host cancels your booking before the agreement has been fully executed and countersigned, we will confirm this in writing and refund any rent paid in advance, less any amount properly due under the booking or agreement.

Once the agreement has been countersigned by both parties, the accommodation is secured and the agreement is legally binding.

How to request cancellation

All cancellation requests must be made in writing using the contact details provided for your property. Please include:

- your full name
- property and room details
- agreement start date
- reason for cancellation
- supporting evidence, where required

Your booking or agreement remains in place until Host confirms your cancellation and the date your contractual obligations end.

Refunds

Where a refund is due, Host will confirm the amount and process it within 14 days of cancellation. Before making a refund, Host may deduct any rent, fees, charges or other amounts properly due up to the date the cancellation, replacement resident or agreed release takes effect.