

Cancellation Policy - Once your Tenancy Agreement has Started

Once your Tenancy Agreement has started you are legally obliged to pay rent and fulfill the rest of the obligations until the end date. However, we understand that sometimes things don't work out as planned and there are exceptional circumstances when you may need to leave the accommodation and be released from the contract early.

If you do find yourself in this situation, please let us know as soon as possible, and confirm this in writing.

You will only be able to cancel this agreement if a suitable replacement tenant is found to take your place. Either you can find a suitable replacement tenant yourself, or we can find one for you. However if it is left to us, we will only do this after all our other rooms have been let. In either case there will be an administration charge of £250.00 which will be deducted from the deposit paid provided there is no damage to your room. A suitable tenant must fit in with the current room arrangement, therefore if you are in a single sex flat, the replacement must be the same sex too.

You will be responsible for payment of rent up to the day on which the replacement tenant moves in. Any refund of rent already paid will usually be refunded within 14 days of the new tenant moving in.

IMPORTANT NOTE: *If no replacement tenant is found, you will be responsible for payment of the rent in full to the end of the contract date, even if you choose to vacate the property.*

Your room will be checked by our property manager on the day you vacate and hand back the keys. You will need to pay for any cleaning or damages as per the charges schedule in your Welcome Pack on top of the deposit you are forfeiting so please ensure the room is left clean and in good condition.

All cancellation /refund requests should be made in writing to the CARO student team via email or letter to;

Email to: students@carolettings.com

Write to: CARO Student Lettings, 9A York Street, Liverpool L1 5BN