

How to Cancel your Booking

Cooling Off Period

1. Unless you have already collected the keys to the accommodation, you may cancel your booking by emailing enquiries@carolettings.com at any time during the 7 days after we send you an e-mail confirming your booking is complete (the “7 Day Cooling-Off Period”). If you do that, you will not be charged and we will return your deposit or any Advance Rent Payments you have made.

2. Once the 7 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 in accordance with this policy, or you enter a new Tenancy with CARO Student Living. To be considered a replacement Tenant, the individual would need to be a student who is eligible to book a CARO Student Living in the usual way.

Replacement Tenants – Before your Tenancy Start Date has occurred

3. If you have proposed a replacement Tenant prior to your Tenancy Start Date, CARO Student Living has complete discretion as to whether it:

- a.** accepts the proposed replacement Tenant and enters into a Tenancy Agreement with them;
- b.** places the room back on general sale; or
- c.** allocates the room to an alternative student on a waiting list to enter into a Tenancy Agreement.

we will release you from your Tenancy Agreement on the date seven days after any of the above has occurred.

Replacement Tenants – After your Tenancy Start Date has occurred

4. If a replacement Tenant is found for your Room after your Tenancy 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 occupied the Room prior to this, you will be charged £75.00 to cover our costs of preparing the Room for the replacement Tenant.

No Place No Pay – applicable to 1st year students only.

5. 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first year undergraduate student and your offer of a place at your preferred University/Higher Education Institution is withdrawn by the University/Higher Education Institution as a result of you not achieving their required entry grades, you may be eligible to be released from your Tenancy Agreement. You may also be eligible to be released from the Tenancy 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:

- d.** 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; or
- e.** a copy of the proof of acceptance of your new university by UCAS adjustment.

6. These document(s) must be received by us within 7 calendar days from the date your results are published. Please email enquiries@carolettings.com with your documents. On receipt of the required documentation, it will be verified and, provided we are satisfied, we will cancel your Tenancy Agreement and refund any deposit or advance rent paid in full.