

# Cancellation Policy

At Studentbase Accommodation, we aim to be clear and fair in our cancellation process. Please review the terms below before signing your tenancy agreement.

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## Cancellation After Signing the Tenancy Agreement

- Once a tenancy agreement is signed, cancellation is only permitted with valid documentation.  
Examples include:
    - Visa refusal
    - Failure to secure a university place
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## Cancellation Before the Tenancy Start Date

- **If cancellation is requested at least one month before the tenancy start date:**
    - Any deposit and rent paid will be refunded in full.
  - **If cancellation is requested less than one month before the tenancy start date (but before move-in):**
    - The deposit will be retained as a cancellation fee.
    - Any rent paid will be refunded.
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## Cancellation After the Tenancy Has Started

- Once the tenancy begins, cancellation is only possible if the student finds a suitable replacement tenant.

- The deposit and any rent paid will be retained until a new tenancy agreement is signed.
  - Any overpaid rent will be refunded once the replacement is confirmed.
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## **Cancellation Without Valid Documentation**

- If a student no longer wishes to live at Curzon and cannot provide valid documentation:
    - A **£100 administration fee** will apply.
    - The student must find a replacement tenant.
    - We recommend using the original booking agent (if applicable) to ensure commission remains with the same partner.
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If you have any questions about this policy, please contact our team. We're happy to assist you.