**Liberty Living Cancellation Policy**

*Updated 27/02/2018*

*Please note that while this information is up to date at the time of publishing it may be subject to change. To this end, we highly recommend that you read all elements of the terms and conditions and cancellation policy very carefully before signing an agreement with Liberty Living*.

4.3 **Cancellation by You**

4.3.1 If You wish to cancel Your Booking at any time, You should inform Us as soon as possible by contacting Our residence team using the details available on Our Contact Details. Cancellations will only be accepted in the circumstances set out below.

4.3.2 Because We start providing services under the Booking Agreement from the Service Start-Date (in order to process Your Booking), You acknowledge and agree that You won't have a right to cancel the Booking Agreement from the point that You complete Your Booking. Therefore, if You want to cancel Your Booking after such date, We will retain £100 of Your Booking Fee in order to cover the costs of the services provided.

4.3.3 You do, however, have a right to cancel the separate AST contract (and therefore Your Booking) where:

4.3.3.1 this is Your first year of study as an undergraduate and You provide evidence to Us by e-mail or in writing no later than 18 August 2018 that You have not been accepted by the University of Your choice (for example by not achieving the required A level results) and wish to cancel Your Booking; or

4.3.3.2 You find a replacement tenant, acceptable to Liberty Living, who wishes to replace You as occupier of Your Room and enter into an AST with Liberty Living on terms equal to the AST entered into by You;

4.3.3.3 You choose to cancel for any other reason in which case: You may only do so by contacting Our residence team within 14 days of the Service Start-Date (defined above), but in all cases with a cut off date of 18 August 2018.

4.3.4 If You cancel the AST in one of the valid circumstances set out in clause 4.3.3:

4.3.4.1 £100 of Your Booking Fee will be retained by Us as explained in clause 4.3.2 but the remaining £100 of Your Booking Fee will be refunded to You;

4.3.4.2 You will not be required to make any Future Payments; and

4.3.4.3 We may re-allocate Your Room.