

TERMS AND CONDITIONS: ACADEMIC YEAR 2025-26

REFER A FRIEND

- 1. Eligibility for Referrer:**
 - a. To refer a friend, you must have an active booking for the 2025/26 academic year.
 - b. Your tenancy agreement should be signed and past its cooling-off period before referring anyone.
- 2. Eligibility for Referee:**
 - a. Your friend (the referee) must be a *new* resident at true student and must not have lived with us before.
- 3. Agent Referrals:**
 - a. Referrals made through agents do not qualify for this offer.
- 4. Eligible Locations:**
 - a. This offer applies to bookings made at true Liverpool, Swansea, Manchester Salford, Birmingham, Glasgow, Nottingham, Sheffield and Leicester.
- 5. Requirements for Cashback:**
 - a. Both you and your friend must have signed tenancy agreements, guarantor approvals, and completed all necessary payments to be eligible for the cashback.
- 6. Cashback Amount:**
 - a. Both you and your friend will receive £100 cashback each.
- 7. Booking Length:**
 - a. To qualify, both bookings must be for at least 42 weeks for the 2025/26 academic year.
- 8. How to Claim:**
 - a. You and your friend need to fill out our incentive form within 7 days of booking. Copy and paste this link into your browser to complete the form:
<https://truestudent.typeform.com/to/M608nawG>
 - b. If the form is not completed within this timeframe, the offer will not apply.
- 9. Cancelled Bookings:**
 - a. If either your booking or your friend's booking is cancelled, neither of you will be eligible for the offer.
- 10. Promotion Changes:**
 - a. true student reserves the right to change, end, or extend this promotion at any time.
- 11. Referral Limit:**
 - a. You can refer up to three friends per academic year.
- 12. Combining Offers:**
 - a. This offer cannot be combined with any other promotion.
- 13. Clarification:**
 - a. The "referrer" is the person with the original booking who is referring their friend.
 - b. The "referee" is the friend being referred.
- 14. Processing the Offer:**
 - a. After you check in, true student will send you forms to complete by a set deadline (detailed in an email). Be sure to submit the forms on time to get the cashback.

- b. If completed correctly, we'll process the payment by October 2025. If you haven't heard from us by then, please contact us at hello@truestudent.com

GROUP BOOKING OFFER

1. Group Size:

- a. To qualify for this offer, you must book as a group of 4-10 students.

2. Cashback Amount:

- a. £100 each for groups of 4; £150 each for groups of 5; and £200 each for groups of 6-10.

How to Claim:

- a. The cashback is only available once your bookings are confirmed and all required payments are received.
- b. One person from the group must complete the incentive form within 7 days of booking. Copy and paste this form into your browser to complete:
<https://truestudent.typeform.com/to/M608nawG>
- c. If it isn't submitted in time or if confirmation isn't received, the offer won't be valid.

3. Same Day Booking:

- a. The group must book on the same day, all at the same property.

4. Booking Length:

- a. The new bookings must be for 44 weeks or longer.

5. Valid Locations:

- a. This offer applies to group bookings at true Liverpool, Swansea, Salford, Glasgow, Sheffield, Nottingham and Leicester for the 2025/26 academic year.

6. Eligible Room Types:

- a. Only available for Apartment room types.

7. Cancelled Bookings:

- a. If a booking is cancelled, the cashback offer will be void.

8. Promotion Changes:

- a. true student may modify or end this promotion at any time.

9. Combining Offers:

- a. This offer cannot be combined with other promotions.

10. Processing Cashback:

- a. After you check in, we'll send you forms to complete. These must be returned by the deadline to receive the cashback.
- b. If the form is correctly completed, we'll process payments by October 2025. If you haven't heard from us by then, contact us at hello@truestudent.com.

NHS DISCOUNT

1. Discount Amount:

- a. You can receive a £300 discount if you book at true Swansea from October 2024, on a 44 or 51-week contract.

2. Eligibility:

- a. You must be studying an NHS course during the 2025-26 academic year or have a part-time job with the NHS.

3. How to Claim:

- a. Complete the booking form (copy and paste this link you're your browser to complete: <https://truestudent.typeform.com/to/M608nawG> and upload a copy of your NHS ID card (with a valid expiry date) within 7 days of booking.
 - b. After you check in, we'll contact you with a form to complete. You must return it by the deadline provided to get the discount.
 - c. If done correctly, we will process the discount by October 2025. If you haven't heard from us by then, please contact us at hello@truestudent.com
- 4. Booking Requirements:**
- a. This offer is only available when booking directly through true student (agent bookings do not qualify).
- 5. Combining Offers:**
- a. This discount cannot be combined with any other offer.

FINDERS KEEPERS REBOOKING CAMPAIGN

- 1. Advance Rent Payment for Rebooking:**
 - a. If you're booking at true Swansea, Liverpool, Salford, Newcastle, or Birmingham, you'll need to pay just £1 as an advance rent payment when you rebook. This will go towards your first rent payment.
 - b. For true Glasgow bookings, the advance rent payment is £250, which will also count towards your first rent payment.
- 2. Free Stay for 51-Week Contract Holders:**
 - a. If you're on a 51-week contract for the 2024-25 academic year and you rebook for 2025-26, you'll get a free week's stay from 29th August to 5th September 2025.
- 3. Storage for 44-Week Contract Holders:**
 - a. If you're on a 44-week contract for the 2024-25 academic year and you rebook for 2025-26, you'll receive a complimentary storage box to use on-site.
 - b. Please note that your room might be rented out between your contracts, so the storage won't be in your room.
- 4. £200 Cashback for Rebooking the Same Room:**
 - a. If you're staying at true Liverpool, Salford, or Swansea and rebook the same room for the 2025-26 academic year, you can get £200 cashback. Here's what you need to know:
 - i. Agent referrals do not qualify for this offer.
 - ii. This offer is only available to current residents at true Liverpool, Salford, or Swansea.
 - iii. To be eligible, you must confirm your booking and make all required payments, as outlined in your tenancy agreement.
 - iv. The new booking must be for 44 weeks or longer.
 - v. This offer cannot be combined with any other offer.
 - vi. The cashback applies to bookings made between 8 AM on 14th October 2024 and 11:59 PM on 20th October 2024, and only if you rebook the same room you stayed in for 2024-25.
 - vii. Once you check in, we'll contact you with instructions on how to claim your cashback. Be sure to complete the necessary forms before the deadline provided in our email. If you miss the deadline, the offer will no longer apply. We plan to process the cashback by October 2025. If you

viii. haven't heard from us by the end of October 2025, please reach out to us at hello@truestudent.com

5. Promotion Changes:

- a. true student reserves the right to change, extend, or end this promotion at any time.

FINDERS KREEPERS HALLOWEEN CAMPAIGN

1. Golden Tickets:

- a. One golden ticket will be hidden at each true student site during the Halloween party in 2024.
- b. The tickets are hidden at the discretion of true student employees.

2. How to Redeem:

- a. You can only redeem the £500 prize if you rebook a room at the same true student location for the 2025-26 academic year, where you lived for 2024-25.
- b. If you find a golden ticket and are deemed a winner, the £500 prize will be awarded after you've checked into your new room. The prize will be processed in October 2025.
- c. After you check in, we'll contact you with a form to complete. The form must be submitted by the deadline mentioned in our email. If you miss the deadline, the offer will no longer be valid.
- d. If everything is submitted correctly, we'll process the prize in October 2025. If you haven't heard from us by the end of October 2025, please reach out to us at hello@truestudent.com.

3. Eligibility:

- a. To be eligible for the prize, your booking must be confirmed, and all required payments must be received, according to your tenancy agreement.

6. Prize Limit:

- a. There is a limit of one prize per person per site.

7. Promotion Changes:

- a. true student reserves the right to change these terms and conditions at any time.

11/11 SINGLES DAY CAMPAIGN

- 1. The room discount offer is only applicable to 51-week bookings made for the academic year 2025-26.
- 2. The discount will be taken off your payments and your contracted lease value will remain the same.
- 3. Discount amounts at each Accommodation:**
 - 2% off total lease value at true Salford, true Newcastle Opto
 - 3% off total lease value at true Liverpool
 - 4% off total lease value at true Swansea and true Leicester
- 4. The gift on arrival offer is only applicable to 51-week & 44-week bookings made for the academic year 2025-26.
- 5. You will be contacted by one of the true team to confirm your gift and choose from - a beauty set, coffee machine or vacuum cleaner, which will be in your room for your arrival. (Brands may vary from those illustrated)

6. This offer is only applicable to bookings made for Salford, Newcastle, Liverpool, Leicester and Swansea between 12:00AM on the 11th November 2024 and 11:59PM on 13th November 2024.
7. For the avoidance of any doubt, pre-existing bookings made before this date are not applicable.
8. This offer is not applicable to individuals who have cancelled a booking with us prior to 11/11/2024 for the academic year 2025-26.
9. This offer is not applicable to students with a live booking for AY25/26.
10. This offer is only applicable to individuals who have submitted a booking request via our team on our true student official WeChat or our typeform as detailed in the post information. The individual must be able to prove this if requested.
11. To receive the prize, you must have signed your contract, have approved guarantor status (if needed) and be up to date on your rental payments upon check in.
12. The offer is deemed null and void if your booking at true student for academic year 2025-26 is cancelled.
13. The offer excludes agent, partner and third-party bookings and can only apply to individuals who have booked directly via true student.
14. true student reserves the right to change these terms and the prizes within at any time.

BLACK FRIDAY CAMPAIGN

1. The room discount offer is only applicable to 51-week bookings made for the academic year 2025-26.
2. The discount will be taken off your payments and your contracted lease value will remain the same.

Discount amounts at each accommodation:

- 2% off total lease value at true Salford, true Newcastle Opto
 - 3% off total lease value at true Liverpool
 - 4% off total lease value at true Swansea and true Leicester
3. This offer is only applicable to bookings made for Salford, Newcastle, Liverpool, Leicester and Swansea between 12:00AM on the 29th November 2024 and 11:59PM on 2nd December 2024.
 4. For the avoidance of any doubt, pre-existing bookings made before this date are not applicable.
 5. This offer is not applicable to individuals who have cancelled a booking with us prior to 29th 2024 for the academic year 2025-26.
 6. This offer is not applicable to students with a live booking for AY25/26.
 7. This offer is only applicable to individuals who have submitted a booking request via our typeform as detailed in the post information. The individual must be able to prove this if requested.
 8. To receive the discount, you must have signed your contract, have approved guarantor status (if needed) and be up to date on your rental payments upon check in.
 9. The offer is deemed null and void if your booking at true student for academic year 2025-26 is cancelled.

10. The offer excludes agent, partner and third-party bookings and can only apply to individuals who have booked directly via true student.
11. true student reserves the right to change these terms at any time.

LEICESTER, SHEFFIELD & NOTTINGHAM £300 CASHBACK OFFER

1. This offer is only applicable to direct bookings of 42 weeks or more, for the academic year 2025-26.
2. This offer is only applicable to bookings made for Nottingham and Sheffield between 14th April 2025 until the 22nd and for Leicester until the 31st October 2025.
3. £300 cash back for an apartment room or studio room. This will be deducted from your total rental amount once you have checked into your new room in October 2025.
4. For the avoidance of any doubt, pre-existing bookings made before this date are not applicable.
5. true student reserves the right to terminate, amend or extend this promotion at any time.
6. This offer cannot be used in conjunction with any other offer.
7. All eligible students will be contacted once checked into their room. They will be sent forms to complete by a deadline date noted in the email communication. In order to receive the offer, students must return the completed form before the deadline, if the deadline is missed, they will no longer be eligible for the offer. If the form is completed correctly, we will aim to process the awards in October 2025. *If you have not heard from a member of staff about your offer by October 1st 2025, please contact true student directly by emailing hello@truestudent.com - you do not need to contact us before this date.*

SHEFFIELD & NOTTINGHAM FREE LAUNDRY OFFER

1. This offer is only applicable to bookings made for the academic year 2025-26 for a minimum 42 weeks.
2. The offer is based on 1 Wash Cycle & 1 Dry Cycle per week per room.
3. This offer is only applicable to bookings made for Nottingham or Sheffield from 30th May 2025 – 22nd August 2025.
4. To receive the offer, you must have signed your contract, have approved guarantor status (if needed) and be up to date on your rental payments upon check in and throughout your stay.

LEICESTER FREE LAUNDRY OFFER

1. This offer is only applicable to bookings made for the academic year 2025-26 for a minimum 42 weeks.
2. The offer is based on 1 Wash Cycle & 1 Dry Cycle per week per room.

3. This offer is only applicable to bookings made for Leicester from 30th May 2025 – 31st August 2025.
4. To receive the offer, you must have signed your contract, have approved guarantor status (if needed) and be up to date on your rental payments upon check in and throughout your stay.

GLASGOW £500 CASHBACK OFFER

1. This offer is only applicable to bookings for 44 weeks or more for the academic year 2025-26.
2. This offer is only applicable to bookings made for true Glasgow between 17th July 2025 until the 29th July 2025.
3. £500 cash back for an apartment room or studio room. This will be deducted from your total rental amount once you have checked into your new room in October 2025.
4. For the avoidance of any doubt, pre-existing bookings made before this date are not applicable.
5. true student reserves the right to terminate, amend or extend this promotion at any time.
6. This offer cannot be used in conjunction with any other offer.
7. How to Claim - Complete the booking form (copy and paste this link you're your browser to complete: <https://truestudent.typeform.com/to/hLKIGeQz> within 7 days of booking.
8. All eligible students will be contacted once checked into their room. They will be sent forms to complete by a deadline date noted in the email communication. In order to receive the offer, students must return the completed form before the deadline, if the deadline is missed, they will no longer be eligible for the offer. If the form is completed correctly, we will aim to process the awards in October 2025. *If you have not heard from a member of staff about your offer by October 1st 2025, please contact true student directly by emailing hello@truestudent.com - you do not need to contact us before this date.*

GLASGOW £500 APARTMENT AND £1000 STUDIO CASHBACK OFFER

1. This offer is only applicable to bookings for 44 weeks or more for the academic year 2025-26.
2. This offer is only applicable to bookings made for true Glasgow between 30th July 2025 until the 30th September 2025.
3. £500 cashback for an apartment room and £1000 for a studio room. This will be deducted from your total rental amount once you have checked into your new room in October 2025.
4. For the avoidance of any doubt, pre-existing bookings made before this date are not applicable.
5. true student reserves the right to terminate, amend or extend this promotion at any time.
6. This offer cannot be used in conjunction with any other offer.
7. How to Claim - Complete the booking form (copy and paste this link you're your browser to complete: <https://truestudent.typeform.com/to/F5r94IzB> within 7 days of booking.
8. All eligible students will be contacted once checked into their room. They will be sent forms to complete by a deadline date noted in the email communication. In order to

receive the offer, students must return the completed form before the deadline, if the deadline is missed, they will no longer be eligible for the offer. If the form is completed correctly, we will aim to process the awards in October 2025. *If you have not heard from a member of staff about your offer by October 1st 2025, please contact true student directly by emailing hello@truestudent.com - you do not need to contact us before this date.*

BIRMINGHAM APARTMENT £250 and £300 CASHBACK OFFER

1. This offer is only applicable to bookings for 51 weeks, for academic year 2025-26.
2. This offer is only applicable to bookings made for true Birmingham between 18th July 2025 until the 28th July 2025.
3. £250 cashback for true Apartments and £300 cash back for True Premium Apartments only.
4. This will be deducted from your total rental amount once you have checked into your new room in October 2025.
5. For the avoidance of any doubt, pre-existing bookings made before this date are not applicable.
6. true student reserves the right to terminate, amend or extend this promotion at any time.
7. This offer cannot be used in conjunction with any other offer.
8. How to Claim - Complete the booking form - copy and paste this link you're your browser to complete: <https://truestudent.typeform.com/to/mLtME19E> within 7 days of booking.
9. All eligible students will be contacted once checked into their room. They will be sent forms to complete by a deadline date noted in the email communication. In order to receive the offer, students must return the completed form before the deadline, if the deadline is missed, they will no longer be eligible for the offer. If the form is completed correctly, we will aim to process the awards in October 2025. *If you have not heard from a member of staff about your offer by October 1st 2025, please contact true student directly by emailing hello@truestudent.com - you do not need to contact us before this date.*

BIRMINGHAM APARTMENT £500 CASHBACK OFFER

1. This offer is only applicable to bookings for 51 weeks, for academic year 2025-26.
2. This offer is only applicable to bookings made for true Birmingham between 29th July 2025 until the 25th August 2025.
3. £500 cashback for true Apartments and True Premium Apartments only.
4. This will be deducted from your total rental amount once you have checked into your new room in October 2025.
5. For the avoidance of any doubt, pre-existing bookings made before this date are not applicable.
6. true student reserves the right to terminate, amend or extend this promotion at any time.
7. This offer cannot be used in conjunction with any other offer.
8. How to Claim - Complete the booking form - copy and paste this link you're your browser to complete: : <https://truestudent.typeform.com/to/t1at3yBs> within 7 days of booking.

9. All eligible students will be contacted once checked into their room. They will be sent forms to complete by a deadline date noted in the email communication. In order to receive the offer, students must return the completed form before the deadline, if the deadline is missed, they will no longer be eligible for the offer. If the form is completed correctly, we will aim to process the awards in October 2025. *If you have not heard from a member of staff about your offer by October 1st 2025, please contact true student directly by emailing hello@truestudent.com - you do not need to contact us before this date.*

LEICESTER, SHEFFIELD & NOTTINGHAM £300 AGENT CASHBACK OFFER

1. This offer is only applicable to bookings of 42 weeks or more, for the academic year 2025-26.
2. This offer is only applicable to bookings made for Nottingham and Sheffield between 14th April 2025 until the 22nd and for Leicester until the 31st October 2025.
3. £300 cash back for an apartment room or studio room. This will be deducted from your total rental amount once you have checked into your new room in October 2025.
4. For the avoidance of any doubt, pre-existing bookings made before this date are not applicable.
5. This offer cannot be used in conjunction with any other cashback offer.
6. How to Claim - Complete the booking form (copy and paste this link you're your browser to complete: <https://truestudent.typeform.com/to/lhMqxIHB> within 7 days of booking.
7. true student reserves the right to terminate, amend or extend this promotion at any time.
8. All eligible students will be contacted once checked into their room. They will be sent forms to complete by a deadline date noted in the email communication. In order to receive the offer, students must return the completed form before the deadline, if the deadline is missed, they will no longer be eligible for the offer. If the form is completed correctly, we will aim to process the awards in October 2025. *If you have not heard from a member of staff about your offer by October 1st 2025, please contact true student directly by emailing hello@truestudent.com - you do not need to contact us before this date.*

LIVERPOOL CASHBACK OFFER

1. This offer is only applicable to bookings for 44 weeks or more for the academic year 2025-26.
2. This offer is only applicable to bookings made for true Liverpool between 12th August 2025 until the 31st August 2025.

3. £300 cashback for a studio room.
4. This will be deducted from your total rental amount once you have checked into your new room in October 2025.
5. For the avoidance of any doubt, pre-existing bookings made before this date are not applicable.
6. true student reserves the right to terminate, amend or extend this promotion at any time.
7. This offer cannot be used in conjunction with any other offer.
8. **How to Claim - Complete the booking form (copy and paste this link you're your browser to complete: : <https://truestudent.typeform.com/to/B4c4mtgc> within 7 days of booking.**
9. All eligible students will be contacted once checked into their room. They will be sent forms to complete by a deadline date noted in the email communication. In order to receive the offer, students must return the completed form before the deadline, if the deadline is missed, they will no longer be eligible for the offer. If the form is completed correctly, we will aim to process the awards in October 2025. *If you have not heard from a member of staff about your offer by October 1st 2025, please contact true student directly by emailing hello@truestudent.com - you do not need to contact us before this date.*

SALFORD £500 CASHBACK OFFER

1. This offer is only applicable to bookings for 44 weeks or more for the academic year 2025-26.
2. This offer is only applicable to bookings made for true Salford between 12th August 2025 until the 28th August 2025.
3. £500 cashback for an apartment room or studio room.
4. This will be deducted from your total rental amount once you have checked into your new room in October 2025.
5. For the avoidance of any doubt, pre-existing bookings made before this date are not applicable.
6. true student reserves the right to terminate, amend or extend this promotion at any time.
7. This offer cannot be used in conjunction with any other offer.
8. **How to Claim - Complete the booking form (copy and paste this link you're your browser to complete: : <https://truestudent.typeform.com/to/FKOiG7Et> within 7 days of booking.**
9. All eligible students will be contacted once checked into their room. They will be sent forms to complete by a deadline date noted in the email communication. In order to

receive the offer, students must return the completed form before the deadline, if the deadline is missed, they will no longer be eligible for the offer. If the form is completed correctly, we will aim to process the awards in October 2025. *If you have not heard from a member of staff about your offer by October 1st 2025, please contact true student directly by emailing hello@truestudent.com - you do not need to contact us before this date.*

SHEFFIELD & NOTTINGHAM £1000 CASHBACK OFFER

1. This offer is only applicable to bookings for 40 weeks or more for the academic year 2025-26.
2. This offer is only applicable to bookings made for true Sheffield and Nottingham between 22nd August until the 31st October 2025.
3. £1000 cash back for any room type booked.
4. This will be deducted from your total rental amount once you have checked in, and deducted in October or November 2025.
5. For the avoidance of any doubt, pre-existing bookings made before this date are not applicable.
6. true student reserves the right to terminate, amend or extend this promotion at any time.
7. This offer cannot be used in conjunction with any other offer.
8. How to Claim – bookings made between these dates will automatically have the cash back applied to their booking.

TRUE BIRMINGHAM £500 CASHBACK OFFER

1. This offer is only applicable to bookings for 44 weeks or more for the academic year 2025-26.
2. This offer is only applicable to bookings made for true Birmingham from 26th August 2025 until the 30th September 2025.
3. £500 cash back for any room type booked.
4. This will be deducted from your total rental amount once you have checked in and deducted in October 2025.
5. For the avoidance of any doubt, pre-existing bookings made before this date are not applicable.
6. true student reserves the right to terminate, amend or extend this promotion at any time.
7. This offer cannot be used in conjunction with any other offer.
8. How to Claim – bookings made between these dates will automatically have the cash back applied to their booking.

TRUE SALFORD £500 CASHBACK OFFER

1. This offer is only applicable to bookings for 44 weeks or more for the academic year 2025-26.
2. This offer is only applicable to bookings made for true Salford from 27th August 2025 until the 30th September 2025.
3. £500 cash back for any room type booked.

4. This will be deducted from your total rental amount once you have checked in and deducted in October 2025.
5. For the avoidance of any doubt, pre-existing bookings made before this date are not applicable.
6. true student reserves the right to terminate, amend or extend this promotion at any time.
7. This offer cannot be used in conjunction with any other offer.
8. How to Claim – bookings made between these dates will automatically have the cash back applied to their booking.

REFER A FRIEND £500 each

1. Eligibility for Referrer:

- a. To refer a friend, you must have an active booking for the 2025/26 academic year.
- b. Your tenancy agreement should be signed and past its cooling-off period before referring anyone.

2. Eligibility for Referee:

- a. Your friend (the referee) must be a *new* resident at true student and must not have lived with us before.

3. Eligible Locations:

- a. This offer applies to bookings made at true Swansea, Manchester Salford, Birmingham, Liverpool, Glasgow, Nottingham, Sheffield and Leicester.

4. Requirements for Cashback:

- a. Both you and your friend must have signed tenancy agreements, guarantor approvals, and completed all necessary payments to be eligible for the cashback.

5. Cashback Amount:

- a. Both you and your friend will receive £500 cashback each.
- b. To qualify, both bookings must be for at least 36 weeks for the 2025/26 academic year.

6. How to Claim:

- a. You and your friend need to fill out our incentive form within 7 days of booking. Copy and paste this link into your browser to complete the form:
<https://truestudent.typeform.com/to/oUXjek6d>
- b. If the form is not completed within this timeframe, the offer will not apply.

7. Cancelled Bookings:

- a. If either your booking or your friend's booking is cancelled, neither of you will be eligible for the offer.

8. Promotion Changes:

- a. true student reserves the right to change, end, or extend this promotion at any time.

9. Referral Limit:

- a. There is no limit to the number of friends you can refer.

10. Combining Offers:

- a. This offer can be combined with any other cashback offer you may have already applied for.

11. Clarification:

- a. The "referrer" is the person with the original booking who is referring their friend.
- b. The "referee" is the friend being referred.

12. Processing the Offer:

- a. After you check in, true student will send you forms to complete by a set deadline (detailed in an email). Be sure to submit the forms on time to get the cashback which will be applied in January 2026.