

## **TERMS AND CONDITIONS: ACADEMIC YEAR 2026- 2027**

### **REFER A FRIEND**

- 1. Eligibility for Referrer:**
  - a. To refer a friend, you must have an active booking for the 2026/27 academic year.
  - b. Your tenancy agreement should be signed 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.
  - b. Both guests must have booked directly with true student and not via an agent.
- 3. Eligible Locations:** This offer applies to bookings made at all true student locations.
- 4. Requirements for Cashback:** 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:** Both you and your friend will receive £200 cashback each.
- 6. Booking Length:** To qualify, both bookings must be for at least 44 weeks for the 2026/27 academic year.
- 7. 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/ZfuK2dLg>
  - b. If the form is not completed within this timeframe, the offer will not apply.
- 8. Cancelled Bookings:** If your booking or your friend's booking is cancelled, neither of you will be eligible for the offer.
- 9. Promotion Changes:** true student reserves the right to change, end, or extend this promotion at any time.
- 10. Referral Limit:** You can refer up to three friends per academic year.
- 11. Combining Offers:** This offer cannot be combined with the group booking offer but can be combined with the arly booking offer, February booking offer and rebooking offers.
- 12. Clarification:**
  - a. The "referrer" is the person with the original booking who is referring their friend.
  - b. The "referee" is the friend being referred.
- 13. Processing the Offer:** Once you check in, your cash back will be applied to your last rental instalment.

If you have fully pre-paid, we will be in touch after checking in to request you 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 November 2026. If you haven't heard from us by the end of November 2026, please reach out to us at [hello@truestudent.com](mailto:hello@truestudent.com)

## GROUP BOOKING OFFER

1. **Group Size:** To qualify for this offer, you must book as a group of 5-10 students.
2. **Cashback Amount:** £200 each for groups of 5-10.
3. **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/ZfuK2dLg>  
If it isn't submitted in time or if confirmation isn't received, the offer won't be valid.
4. **Same Day Booking:** The group must book on the same day, all at the same property.
5. **Booking Length:** The new bookings must be for 44 weeks or longer.
6. **Valid Locations:** This offer applies to group bookings at all true locations for the 2026/27 academic year.
7. **Eligible Room Types:** Only available for Apartment room types.
8. **Cancelled Bookings:** If a booking is cancelled, the cashback offer will be void if the group is less than 5 guests.
9. **Promotion Changes:** true student may modify or end this promotion at any time.
10. **Combining Offers:** This offer can be combined with the early booking offers, February cashback offers, but not the refer a friend offer.
11. **Processing Cashback:** Once you check in, your cash back will be applied to your last rental instalment.

If you have fully pre-paid, we will be in touch after checking in to request you 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 November 2026. If you haven't heard from us by the end of November 2026, please reach out to us at [hello@truestudent.com](mailto:hello@truestudent.com)

## AY26/27 REBOOKING CAMPAIGN

**1) Exclusive Rebooking & Offer Dates:** All guests booked for 2025-26 academic year will have the chance to book their current room exclusively from 8:00 AM on 17th November 2025 and 11:59 PM on 30th November 2025.

On the 1st December 2025 only, guests have the option to choose to book another room, still receiving the offer below.

**2) Advance Rent Payment for Rebooking:** When booking any true Accommodation, you'll need to pay just £1 as an advance rental payment.

**3) Free Week Stay for 51-Week Contract Holders:** If you're on a 51-week contract for the 2025-26 academic year and you rebook for 2026-27, you'll get a free week's stay from 28th August to 4th September 2026.

**4) Storage for 44-Week Contract Holders:** If you're on a 44-week contract for the 2025-26 academic year and you rebook for 2026-27, you'll receive complimentary storage for the summer. Please note that your room might be rented out between your contracts, so the storage may not be in your room. This must be pre-booked in advance by emailing the onsite team directly.

**5) Free 1 Weeks Earlier Arrival for 44-Week Contract Holders:** If you're on a 44-week contract for the 2025-26 academic year and you rebook for 2026-27, you'll receive a complimentary earlier arrival. This must be pre-booked in advance by emailing [hello@truestudent.com](mailto:hello@truestudent.com) before the 1st July 2026.

This is valid for up to one weeks earlier arrival from the 28th August 2026.

**6) True Loyalty Guarantee:** If after booking and before checking in, if the contracted weekly rental rate or incentive improves, we'll match it. This is based on the room type and floor you have booked.

**7) Pay Nothing Until September:** Students can secure their room now and pay nothing until your student finance is received in September. This applies to guests on a 51-week contract for the 2025-26 academic year and rebooking for 2026-27 in the same room. The guest must have a guarantor confirmed for 2026-27 and all rental payments for the current year up to date.

Please note guests who have agreed a 3<sup>rd</sup> party guarantor service are not eligible to apply for this offer.

**8) Laundry Credit Loyalty:**

- 1st year of rebooking - £50 Laundry Credit
- 2nd year of rebooking - £100 Laundry Credit
- 3 years or more of rebooking - £150 Laundry Credit

The laundry credit will be arranged with you after check-in.

**9) Cash Back Offers:**

Location	Studio Room Types	Apartment Room Types
Birmingham	£500 cashback	£400 cashback
Glasgow	£1,000 cashback	£500 cashback
Liverpool	£500 cashback	£300 cashback
Salford	£600 cashback	£400 cashback

Nottingham	£1,000 cashback	£500 cashback
Leicester	£500 cashback	£300 cashback
Sheffield	£1,000 cashback	£500 cashback
Swansea	£1,000 cashback	£500 cashback

- 10)** To be eligible for this offer, you must have confirmed your booking and make all required payments, as outlined in your tenancy agreement.
- 11)** The new booking for AY26/27 must be for 44 weeks or longer.
- 12)** This offer cannot be combined with any other offer.
- 13)** Once you check in, your cash back will be applied to your last rental instalment.  
 If you have fully pre-paid, we will be in touch after checking in to request you 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 November 2026. If you haven't heard from us by the end of November 2026, please reach out to us at [hello@truestudent.com](mailto:hello@truestudent.com)
- 14) Promotion Changes:** true student reserves the right to change, extend, or end this promotion at any time.

## EARLY BOOKING CASHBACK OFFERS

- 1. Eligibility:** This offer is only applicable to bookings of 44 weeks or more, for academic year 2026-27, for bookings made between 1<sup>st</sup> December 2025 until the 31<sup>st</sup> January 2026 only.

Location	STUDIO ROOM TYPES	APARTMENT ROOM TYPES
Birmingham	£400.00	£300.00
Glasgow	£750.00	£400.00
Liverpool	£300.00	£200.00
Salford	£500.00	£200.00
Nottingham	£750.00	£300.00
Leicester	£400.00	£200.00
Sheffield	£750.00	£300.00
Swansea	£900.00	£400.00

- 2. Bookable Dates:** For the avoidance of any doubt, pre-existing bookings made before this date are not applicable.
- 3. Processing Cashback:** Once you check in, your cash back will be applied to your last rental instalment. If you have fully pre-paid, we will be in touch after checking in to request you 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 November 2026. If you haven't heard from us by the end of November 2026, please reach out to us at [hello@truestudent.com](mailto:hello@truestudent.com)
- 4. Combining Offers:** This offer can be combined with the group booking offer or refer a friend offer.
- 5. Promotion Changes:** true student reserves the right to terminate, amend or extend this promotion at any time.

## AY26/27 BOOKING CASHBACK OFFERS

- 1. Eligibility:** This offer is only applicable to bookings of 44 weeks or more, for academic year 2026-27, for bookings made between 1<sup>st</sup> February 2026 until the 13<sup>th</sup> March 2026 only.

LOCATION	STUDIO ROOM TYPES	APARTMENT ROOM TYPES
Birmingham	£300	£300
Glasgow	£500	£250
Liverpool	£250	£200
Salford	£500	£200
Nottingham	£750	£300
Leicester	£250	-
Sheffield	£500	£250
Swansea	£900	£400

- 2. Booking dates:** For the avoidance of any doubt, pre-existing bookings made before this date are not applicable.
- 3. How to Claim:** Once booked, you must complete the incentive form within 7 days of booking. Please complete the type form in full and ensure the form is confirmed as submitted on the final page of the form.  
**Copy and paste this form link into your browser to complete:**  
<https://truestudent.typeform.com/to/XQ4YdiSG>  
  
If the form isn't submitted in time or the details are incomplete, the offer application won't be valid.
- 4. Processing Cashback:** Once you check in, your cash back will be applied to your last rental instalment. If you have fully pre-paid, we will be in touch after checking in to request you 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 November 2026. If you haven't heard from us by the end of November 2026, please reach out to us at [hello@truestudent.com](mailto:hello@truestudent.com)
- 5. Combining Offers:** This offer can be combined with the group booking offer and the refer a friend offer.
- 6. Promotion Changes:** true student reserves the right to terminate, amend or extend this promotion at any time.

## AY26/27 SPRING BOOKING CASHBACK OFFERS

- 1. Eligibility:** This offer is applicable to bookings of 44 weeks or more (with the exception of Swansea and Nottingham where the cashback amount is based on the tenancy length booked) for academic year 2026-27 only.
- 2.** For bookings made between 14<sup>th</sup> March 2026 until the 30<sup>th</sup> April 2026 only.

LOCATION	WEEKS BOOKED	STUDIO ROOM TYPES	WEEKS BOOKED	APARTMENT ROOM TYPES
Birmingham	44 weeks or more	£300	44 weeks or more	£300
Glasgow	44 weeks or more	£500	44 weeks or more	£250
Liverpool	44 weeks or more	£250	44 weeks or more	£200
Salford	44 weeks or more	£500	44 weeks or more	£200
Nottingham	51 weeks	£750	51 weeks	£300
Nottingham	44 weeks	£600	44 weeks	£250
Nottingham	40 weeks	£400	40 weeks	£200
Leicester	44 weeks or more	£250	NA	NA
Sheffield	44 weeks or more	£500	NA	NA
Swansea	51 weeks	£900	51 weeks	£400
Swansea	44 weeks	£750	44 weeks	£300
Swansea	40 weeks	£500	40 weeks	£250

- 3. Booking dates:** For the avoidance of any doubt, pre-existing bookings made before this date are not applicable.
- 4. How to Claim:** Once booked, you must complete the incentive form within 7 days of booking. Please complete the type form in full and ensure the form is confirmed as submitted on the final page of the form.  
**Copy and paste this form link into your browser to complete:**  
<https://truestudent.typeform.com/to/JsxluGPc>  
 If the form isn't submitted in time or the details are incomplete, the offer application won't be valid.
- 5. Processing Cashback:** Once you check in, your cash back will be applied to your last rental instalment. If you have fully pre-paid, we will be in touch after checking in to request you 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 November 2026. If you haven't heard from us by the end of November 2026, please reach out to us at [hello@truestudent.com](mailto:hello@truestudent.com)
- 6. Combining Offers:** This offer can be combined with the group booking offer or the refer a friend offer.
- 7. Promotion Changes:** true student reserves the right to terminate, amend or extend this promotion at any time.