

## **CANCELLATION TERMS & CONDITIONS**

1. There is a 5-day cooling off period for bookings made until 31st July 2026 following signature of this Tenancy Agreement, after which the Tenancy Agreement is legally binding (the "Cooling Off Period"). For bookings made on or after 1st August 2026, there is no cooling off period. If the tenant were to take occupation within their cooling off period, the Tenancy Agreement would be legally binding from the date of occupation and the cooling off period will end immediately.

2. If the Tenant gives written notice to the Landlord that they wish to cancel the Tenancy Agreement within the Cooling Off Period, the Tenancy Agreement shall be cancelled on the Landlord's receipt of such notice, and the Tenant will be entitled to a full refund of any Rent paid by the Tenant, to the account from which it was paid.

3. Should the Tenant wish to cancel the Tenancy Agreement following the expiry of the Cooling Off Period, the Tenant will be liable for the Rent and for the full period of the Tenancy Agreement and will remain liable for the contractual obligations laid out in the Tenancy Agreement unless the Tenant can offer proof of any of the following:

3.1 If the Tenant failed to get the results to attend that city and university they selected, they may cancel and obtain a full refund if notice is provided to the landlord before 22nd August 2026, unless:

3.1.1 The tenant is declined a place for any reason other than not meeting the academic requirements to obtain a place (including, but not limited to, academic or other misconduct, financial reasons, or withdrawing from their application or course).

3.1.2 The tenant did not complete all necessary steps required by their university to complete their application on time.

3.1.3 The tenant is informing true after the 22nd August 2026. In avoidance of doubt, the tenant needs to submit proof of their

cancellation reason to true, in writing, before the 22nd August 2026; otherwise, the tenant will be unable to cancel under this term and will be required to find a replacement tenant.

3.1.4 In avoidance of doubt, if the tenant is initially declined a place to study at their selected university, or progress into the next academic year, they must immediately notify the landlord if they intend to appeal the decision with the University. The landlord will confirm to the tenant whether they will continue to benefit from this additional policy during and subsequent to their appeal being made.

3.2 If the tenant is declined a Visa to study in the UK, by UK Visas and Immigration, they may cancel and obtain a full refund if notice is provided to the landlord before 22nd August 2026, unless:

3.2.1 The tenant did not complete all necessary steps required by UKVI to complete their visa application.

3.2.2 The tenant's university was unable to issue them with a CAS Number to obtain their visa owing to them not completing all necessary steps to complete their application to study.

3.3 If the Tenant has chosen to move to a different university in a city which does not yet have true student accommodation, they may cancel and obtain a full refund if notice is provided to the landlord before 22nd August 2026.

3.3.1 In this circumstance, if the tenant is moving to a different university within a city where true has accommodation, the booking will be moved to the alternative property for a like-for-like equivalent. If there is no suitable match for both type and price, the booking will be cancelled.

4. Under the above cancellation reasons (stated within clauses 1, 2, and 3):

4.1 The tenant must supply suitable proof to the landlord in writing within 48 hours of being made aware of the change in circumstances, and the landlord may request additional information to support the tenant's cancellation request to satisfy themselves of the circumstances of the request.

4.2 If at any point the tenant has taken occupation of the Accommodation, they are unable to cancel the Agreement free of charge and must find a replacement student.

4.3 In avoidance of doubt, the tenant must submit proof of their cancellation reason on or before the 22nd August 2026; otherwise, the request will be rejected.

5. Should the tenant need to make a request to cancel the accommodation under any of the above policies (clauses 1, 2, and 3), the tenant should send a request in writing (with supporting evidence attached) to [hello@truestudent.com](mailto:hello@truestudent.com). Once the tenant has booked and the cooling-off period has elapsed, the tenant is bound into a legal tenancy agreement which requires them to pay for the full period of the tenancy agreement and follow all terms stated within this agreement. The landlord suggests that if the tenant is unsure about exam results, receiving their visa, or other conditions on the tenant attending University, they should contact the landlord to discuss on [hello@truestudent.com](mailto:hello@truestudent.com). If the cancellation request is accepted by the landlord for one of the above reasons, any Advance Rent Payment will be fully refunded to the account from which it was paid.

6. Prior to the occupation of this tenancy agreement, the Landlord may be willing to cancel the booking if a replacement tenant is found, by the tenant specified in this agreement, who will take on the full rent liability and terms stated within this tenancy agreement. This decision will be made by the management team at their discretion. This would be in line with our 'Reletting Policy' in which extra charges may apply in lieu of administration costs (please refer to "House Rules" <https://www.truestudent.com/house-rules>).

7. If the tenant wishes to arrange a replacement tenant after checking into the property, this would be deemed as a surrendering of the tenancy, in which extra charges apply (please refer to "House Rules" <https://www.truestudent.com/house-rules>). A request for a tenancy surrender needs to be made in writing to [hello@truestudent.com](mailto:hello@truestudent.com). The decision to accept or deny this request will be made by the management team at their discretion.

8. For clauses 6 and 7, in order to cancel, the tenant must organise a replacement student to take over their contract and take over the liability for the rent and full tenancy terms stated in the agreement. The tenant will still be responsible for all rent payments

until:

8.1 A replacement is found that fits all the criteria mentioned within the agreement.

8.2 The new agreement with the replacement tenant is signed.

8.3 The new cooling-off period has ended.

8.4 Any appropriate rent payments have been paid by the new tenant.