

## **CARO Cancellation & Refunds Policy**

### **The Consumer Contracts Regulations and your rights to cancel this agreement**

Your accommodation has been selected by you via the internet, and therefore the Consumer Contracts Regulations will apply to this agreement. The following cancellation rights will apply:

#### **Seven days after confirmation of this agreement**

The Consumer Contracts Regulations entitle you to cancel this agreement without penalty during the seven working days starting from the date you confirm this agreement (the statutory cancellation period).

The statutory cancellation period will apply from whenever you confirm this agreement in writing by completing your Booking Form and paying the £250.00 booking fee. However you will not be able to cancel on this basis after you have moved into the property, so if you confirm this agreement during the last seven days before you move in, your cancellation period will be shorter.

If you wish to cancel this agreement after the statutory cancellation period, the following additional rights will apply:

#### **Up to and including 90 days before the start of your tenancy**

You can cancel at any time during this period, but there will be an administration charge of £250, this will be deducted from the booking fee paid.

If you are able to provide a **suitable replacement tenant** to take your place, the administration charge will be reduced to £50. Again, this will be deducted from the booking fee paid by you and the balance will be returned to you. A suitable replacement tenant must fit in with the current room allocation arrangement, therefore if you have been allocated a single sex flat, the replacement must be the same sex.

#### **During the last 30 days before the start of your tenancy**

During the last 30 days before the start of your tenancy, you will **only** be able to cancel this agreement if a suitable replacement tenant is found to take your place. Either you can find a suitable replacement tenant yourself, or we can find one for you. However if it is left to us, we will only do this after all our other rooms have been let. In either case there will be an administration charge of £250. Again, this will be deducted from the booking fee paid by you and the balance will be returned to you.

**IMPORTANT NOTE:** *If no replacement tenant is found, you will be responsible for payment of the rent in full, for the duration of the contract period even if you do not move in to the property.*

#### **Cancellation / Refunds**

If you wish to cancel this agreement, you should let us know as soon as possible. All cancellation /refund requests should be made in writing to the CARO student team via email or letter to;

Email to: [students@carolettings.com](mailto:students@carolettings.com)

Write to: CARO Student Lettings, 9A York Street, Liverpool L1 5BN

Refunds are normally processed within 14 working days.