

CARO Student Living - Cancellation Refunds Policy

Seven days after confirmation of this agreement

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

The statutory cancellation period will apply from whenever you confirm this agreement in writing via email and pay 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 £250.00, this will be deducted from the holding deposit paid.

If you are able to provide a suitable replacement tenant to take your place, the administration charge will be reduced to £50.00. Again, this will be deducted from the deposit paid by you and the balance of the deposit will be returned to you.

During the last 30 days before the start of the tenancy

During the last 30 days before the start of the 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 £250.00. Again, this will be deducted from the deposit paid by you and the balance of the deposit will be returned to you. **IMPORTANT NOTE: *If no replacement tenant is found, you will be responsible for payment of the rent in full, even if you do not move into the property.***

Cancellation / Refunds

If you wish to cancel this agreement, you should let us know as soon as possible. Written cancellation/refund requests should be made to the CARO Student Living team via either of the following:

Email to: students@carostudentliving.com

Or in writing to: CARO Student Living, 33 Netherfield Road North, Liverpool, L5 3TA.

Refunds are normally processed within 14 working days.