

## UniLodge Victoria University – Cancellation Policy

Please be advised, if you choose to cancel your accommodation following payment of your initial fees and accepting your letter of offer, you will be entitled to a refund as per the stipulations outlined below:

1. NO Visa prior to my licence to occupy commencing.

If you were not successful in receiving a visa to study in Australia before the commencement of your lease start date, we ask that you complete the following actions:

A written email requesting cancellation, which must be submitted to the property at which your booking is held within 24 hours of you receiving notification from the Department of Home Affairs, along with the email from the Department of Home Affairs advising your refusal notice to study in Australia. You will then be formally advised that your lease agreement will then be cancelled without penalty.

Cancellation due to:

- providing false or misleading information during your application or booking process.
- failure to sign the Licence to Occupy when required.
- a change of mind.
- Failed communication prior to missing arrival date

Will result in a monetary penalty. This may include forfeiting an admin fee of \$500 and the rest of your advance pre arrival payment will be refunded.

Please note any refundable fees will be processed within 14 days of finalisation of refund and must be to an Australian Bank account.

\*If in the case you wish to cancel your agreement and your contract start date has passed, this is considered a lease break and lease break conditions apply (\*see Licence to Occupy).