UniLodge Victoria University - Cancellation Policy

Cancellation Due to Student Visa Refusal

Where a resident is unable to commence occupancy because their Australian student visa application has been refused prior to the agreement commencement date:

The resident must provide:

- Written notice requesting cancellation.
- A copy of the visa refusal notice issued by the Department of Home Affairs; and
- The request within 14 days of receiving the refusal notice.

Upon receipt of satisfactory evidence:

- The accommodation agreement will be cancelled.
- The prepaid rent of two weeks' rental fees collected as part of the booking deposit will be refunded.
- The security deposit will be refunded in accordance with applicable legislation.

No cancellation fee will apply where the resident has genuinely been unable to obtain the required student visa.

Cancellation Due to Change of Mind

If a resident cancels before the residential rental agreement date for personal reasons, including:

- choosing alternative accommodation.
- deciding not to study.
- any other reason or

the following applies:

More than 30 days before commencement

- Booking may be cancelled.
- The prepaid rent of two weeks' rental fees collected as part of the booking deposit will be refunded.
- The security deposit will be refunded in accordance with applicable legislation.

30 days or less before commencement

- The resident will be liable for reasonable costs actually incurred as a result of the cancellation.
- The prepaid rent of two weeks' rental fees collected as part of the booking deposit will be forfeited.
- The security deposit will be refunded in accordance with applicable legislation.