

Please read these terms carefully before applying for accommodation. By applying, you agree to these terms. Keep a copy for your reference.

NO VISA, NO PAY POLICY

If you are unable to obtain a student visa:

- Before your lease starts: Email the property within 24 hours of receiving your visa refusal notice, attaching the email from Immigration New Zealand. Your lease will be cancelled without penalty.
- After your lease starts: Email the property within 24 hours of receiving your visa refusal notice. Your request to terminate your lease will be considered by the Property Manager.

CANCELLATION POLICY

Once you have accepted a Letter of Offer, you are bound by the Residential Tenancies Act 1986.

Cancellation without penalty may be possible if:

- You do not meet the student status requirement.
- You cannot legally enter New Zealand.
- Border closures or restrictions prevent your entry.
- If your flight is delayed, you may be eligible to postpone your lease start date, subject to a financial adjustment. Please check with the property to confirm your eligibility.

A cancellation penalty may apply if:

- You provide false or misleading information.
- You change your mind.

We aim to process refunds within 14 days.

[ACCESS OUR STANDARD TERMS AND CONDITIONS PAGE HERE.](#)