

UniLodge Cancellation Policy

General Terms and Conditions

The following terms and conditions apply to all applications for accommodation at UniLodge Park Central.

Residents must be enrolled in studies in Australia for the majority of their tenancy and will be required to provide proof of enrolment confirming this period.

All cancellation, termination, and booking-change requests must be submitted in writing to UniLodge Park Central. Supporting documentation must also be provided where applicable.

UniLodge Park Central reserves the right to cancel an accommodation application at its discretion in the following circumstances:

- Information provided during the application process is found to be false or misleading.
- The applicant does not meet the required student eligibility criteria.
- The Residential Tenancy Agreement is not signed by the required deadline.
- The holding deposit, advance rent, and/or bond is not paid by the specified due date.
- The resident does not arrive by the contract start date and has not arranged an alternative arrival date with the property.
- The applicant or resident does not comply with the Booking Terms and Conditions.

Cancellation Before the Contract Start Date

No Visa, No Offer – No Pay!

UniLodge offers peace of mind with the "No Visa, No Offer – No Pay!" policy, which may entitle you to a full refund if you are:

- Unable to secure an Australian student visa; or
- Denied an offer from your education provider in Australia.

To be eligible, you must:

- Provide a copy of the refusal notice from the Department of Home Affairs; and/or
- Provide a copy of the decision letter from your education provider, with visible contact details.

- Submit all supporting documentation in writing to the relevant UniLodge property at least 30 days prior to your booking start date.

Available options:

- Defer your contract start date to a future term and transfer your advance rent payment to the deferred booking; or
- Receive a full refund (to domestic or international bank accounts only; international transfers may incur a processing fee). Refunds may take up to four (6) weeks to process.

General Booking Cancellations

If you wish to cancel your booking for a reason that is not covered by the **Book with Confidence – No COE or No Visa, No Pay** policy, you must provide UniLodge Park Central with at least **30 days' written notice before your contract start date** to receive a full refund of your holding deposit.

Cancellation requests received fewer than 30 days before the contract start date may result in the holding deposit becoming non-refundable.

The cancellation request must be submitted in writing and clearly include:

- The resident's full name.
- The booking or application number, where available.
- The contract start date.
- The reason for cancellation.
- Any relevant supporting documentation.

Booking Changes

Any request to change an existing booking must be submitted in writing at least **30 days before the contract start date**.

Booking changes may include:

- Changing the contract start date.
- Changing the contract end date.
- Shortening the lease term.
- Changing the room or apartment type.
- Deferring the booking to a future intake. **(Different rate may apply)**

All booking changes are subject to availability and approval by UniLodge Park Central. A requested change is not confirmed until written confirmation has been provided by the property. Requests received fewer than 30 days before the contract start date may be declined or may incur an **administration fee**.

Special Circumstances:**1. No Visa, No Offer – No Pay!**

- If you are unable to secure an Australian student visa and/or are denied an offer from your education provider, you may still be eligible for the "No Visa, No Offer – No Pay!" option. To qualify, you must notify the UniLodge property in writing within 24 hours of receiving your decision notice and provide the required supporting evidence as outlined above.

2. International Travel Restrictions

- If your home country imposes travel restrictions that prevent you from travelling to Australia, you must provide official documentation from your government confirming these restrictions to be considered for cancellation.

Room Requests

Requests for specific room types, layouts, levels, views, features, apartment locations, or operable windows are subject to availability and cannot be guaranteed.

A preference submitted during the application process does not form part of the booking or Residential Tenancy Agreement unless it has been specifically confirmed in writing by UniLodge Park Central.

Inability to provide a preferred room feature or location does not automatically entitle the resident to cancel without the applicable cancellation terms or fees.

Further Information

Residents should carefully review their Residential Tenancy Agreement, Resident Handbook, Booking Terms and Conditions, and Special Terms before signing.

For further information or clarification regarding a booking, cancellation, or lease agreement, please contact UniLodge Park Central. Our team will be happy to assist.