

## UniLodge Cancellation Policy

The following terms and conditions apply to your application for accommodation with UniLodge Australia.

- All termination and cancellation requests must be submitted in writing, accompanied by supporting evidence, to the relevant UniLodge property where your application was lodged.
- UniLodge reserves the right to cancel your accommodation application at its discretion under the following circumstances:
  - If any information provided during the application process is found to be false or misleading;
  - If you fail to meet student status requirements;
  - If you do not sign the Residential Tenancy Agreement by the required deadline;
  - If you fail to pay the Advance rent and/or Bond by the due dates specified;
  - If you do not arrive by your contract start date (*unless an alternate date of arrival is provided later than the contract start date*); or
  - If you fail to comply with your obligations as outlined in the Booking Terms & Conditions.

### Cancellation of Accommodation Booking Prior to Arrival

#### 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 (4) weeks to process.

### **Cancellation of Booking After Tenancy Agreement is Signed**

A Tenancy Agreement (lease) is a legally binding contract between UniLodge and the resident, governed by the relevant Residential Tenancies Act in each Australian state. Once signed, the agreement remains in force for its full term, and all parties are required to comply with its terms and conditions. Please refer to the termination clause within your lease agreement for further details. Typically, a cancellation fee of between one (1) to four (4) weeks' rent applies.

#### **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. Global Pandemic Outbreak**

- At present, there are no global travel restrictions in place. If your home country imposes travel restrictions, you must provide official documentation from your government confirming these restrictions to be considered for cancellation.

### **Room Requests and Booking Changes**

- Requests for specific room types, layouts, features (e.g., operable windows), or locations are subject to availability and cannot be guaranteed.
- Changes to your booking, such as shortening the lease term or changing room types, may incur an administrative fee, particularly if requested within 14 days of contract start date.

For further information or clarification, please refer to your individual lease agreement or contact the relevant UniLodge property directly.