



UniLodge Park Avenue – Cancellation Policy


Please review the following cancellation terms carefully. These conditions apply once you have paid your initial fees and accepted your Letter of Offer.

1. Visa Refusal Before Rental Agreement Commencement

If you do not receive your student visa before your rental agreement start date, you may cancel your agreement without penalty, provided the following conditions are met:

- You must email a written cancellation request to **parkavenue@unilodge.com.au** within 24 hours of receiving your visa refusal notice from the Department of Home Affairs.
- You must attach the official visa refusal notification from the Department.

If these requirements are met, your rental agreement will be cancelled and a full refund of initial fees (bond and first rent) will be issued.

 Important: If the required email and documentation are not received within 24 hours, this will be treated as a rental agreement break, and break conditions (see Section 5) will apply.

2. Visa Refusal After Rental Agreement Commencement

If your rental agreement has already commenced and you are later refused a student visa:

- You must submit a written request to **parkavenue@unilodge.com.au** within 24 hours of receiving the refusal notice.
- You must attach the official refusal email from the Department of Home Affairs.

If submitted correctly:

- Your rental agreement will be cancelled.
- Your bond and pre-paid rent will be refunded (except rent payable from the rental agreement start date until the cancellation request and documentation were received).

If not received within 24 hours, this will be treated as a rental agreement break and the break conditions (see Section 5) will apply.

3. Flight Cancellations or Travel Delays

If your arrival is delayed due to a flight cancellation, we will assist by adjusting your rental agreement start date by up to **7 days**, provided:

- You notify us in writing within 24 hours of receiving your official flight cancellation notice, and
- You attach supporting documentation from the airline confirming the cancellation.

If your delay extends beyond 7 days, or if documentation is not provided within the required timeframe, this will be assessed on a case-by-case basis and may involve financial penalties.

4. Other Cancellation Scenarios

If your cancellation is due to any of the following, a monetary penalty may apply (in line with CAV rental reforms and not exceeding the rental agreement break fee cap):

- Providing false or misleading information during the application or booking process.
- Failing to pay the required bond or rent in advance.
- Change of mind after confirming the booking.

Any refundable fees will be processed within **30 days**.

5. Cancellations After Contract Start Date (Rental Agreement Breaks)

If you cancel after your rental agreement has commenced, and it is not due to visa refusal or because your enrolment with the university was unsuccessful, this is considered a **rental agreement break**.

The **rental agreement break fee/amount will be applied in accordance with the current Residential Tenancies legislation and regulations**.

6. Rental Agreement Transfers (Assignment)

If you wish to transfer (assign) your rental agreement to another person, you must submit a written request to management for approval.

- Consent will not be unreasonably withheld.
 - A **rental agreement transfer fee of \$330** applies to cover administration and processing costs.
 - The incoming renter must be a full-time student and must complete an online application.
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