

Cancellation Policy

Please be advised that if you choose to cancel your accommodation after accepting your Letter of Offer and/or making initial payments, the following conditions will apply in accordance with the Residential Tenancies Act 1999 (NT).

1. Standard Cancellation (Prior to Lease Commencement)

Free cancellation is available where a minimum of twenty-eight (28) days' written notice is provided directly via email to the property team (darwin@unilodge.com.au) prior to the lease commencement date.

If less than 28 days' notice is provided, charges may apply, including forfeiture of part or all of any advance rent or bond paid, subject to assessment in line with the Act.

2. Visa Refusal (Free Cancellation)

If you are unsuccessful in obtaining a visa to study in Australia, you may be eligible for a full refund of payments made, provided that:

- Written notice of cancellation is submitted to the property within 24 hours of receiving the visa outcome; and
- Official documentation from the Department of Home Affairs confirming the visa refusal is provided.

Requests that are not submitted within this timeframe may be assessed as a standard cancellation or lease break.

3. After Lease Commencement (Lease Break)

If you request cancellation after your lease has commenced, this will be treated as a lease break under the Residential Tenancies Act 1999 (NT).

In such cases, you may be responsible for costs including rent until a new tenant is secured, reasonable re-letting costs, and any other applicable charges as permitted under the Act.

4. Other Cancellation Circumstances

Cancellation due to the following reasons may result in financial penalties, assessed on a case-by-case basis in accordance with the Act:

- Change of mind
- Providing false or misleading information
- Failure to sign the Residential Tenancy Agreement when required
- Failure to pay bond or rent in advance

5. Refund Processing

Any applicable refunds will be processed within 14 days of confirmation and finalisation of the cancellation.