

## **Cancellation Policy**

*Please be advised, if you choose to cancel your accommodation following payment of your initial fees and accepting your letter of offer, you will be entitled to a refund as per the stipulations outlined below;*

1. Written notice of cancellation is provided **more than 28 days before the contract start date**, all initial fees paid are refundable except for the \$350 Administration Fee and \$55 Application Fee.
2. Written notice of cancellation is provided **less than the 28 days before your contract start date**, all fees are non-refundable. No refunds will be provided.

\*If in the case you wish to cancel your agreement and your contract start date has passed, this is considered a lease break and lease break conditions apply (\*see Residential Agreement, clause 4).

*\*Should you not receive an Academic offer to study from JCU, you will be entitled to a refund as per the stipulations outlined below;*

1. Written notice of cancellation is provided within 7 days of not receiving a JCU course offer **prior to your contract start date**, all fees are refundable except for the \$55 Application Fee.

\*If in the case you wish to cancel your agreement due to not receiving an offer to study and your **contract start date has passed**, this is considered a lease break and lease break conditions apply (\*see Residential Agreement, clause 4)

*\*Note – written notice as well as evidence to not receiving an offer to study are required to be submitted, evidence can be in the form of a QTAC screenshot of your offer details page or correspondence outlining no offer to study.*

## **Renewal Cancellation Policy**

*Please be advised, if you choose to cancel your accommodation following payment of your initial fees and accepting your letter of offer, you will be entitled to a refund as per the stipulations outlined below;*

1. Written notice of cancellation is provided **more than 28 days before the contract start date**, all initial fees paid are refundable except for the \$350 Administration Fee and \$55 Application Fee.
2. Written notice of cancellation is provided **less than the 28 days before your contract start date**, all fees are non-refundable. No refunds will be provided.