

UK ISC Accommodation Cancellation and Fees Policy

This policy should fall in line with all UK ISC students accommodation tenancy agreements. Where there are any variations between this policy and the individual signed Tenancy Agreement then the individual Tenancy Agreement should take precedent. Accommodation refunds should only be paid once all fees in accordance with this policy have been applied.

Note: This policy only applies to Study Group issued tenancy agreements. Tenancy agreements held directly with the university follow individual university accommodation terms and conditions.

Cancellation prior to course start date or moving into accommodation

If the Student or Study Group cancels the Tenancy Agreement at any time prior to the course start date or moving into accommodation the Student is released from the Tenancy Agreement, there are no charges, and a full refund including any deposit paid will be due.

Cancellation within 14 days of signing the tenancy agreement

If cancellation occurs after the course or tenancy start date but within 14 days of signing the tenancy agreement, a full refund including any deposit paid will be due. If the student has moved into accommodation during this period there is a £50 administration charge which covers cleaning fees. This administration charge does not cover any damage to property caused during the tenancy and this will be invoiced in full.

Cancellation mid-tenancy/mid-course

Student Cancellation

If the Student wishes to cancel this Tenancy Agreement after the course has started and the Student has moved into the accommodation then they are held liable for all accommodation fees up to the end of the term in which the cancellation occurred. In addition to this, there is an administration charge applicable of £150 which covers the costs of administration of cancelling a tenancy agreement early, finding a new tenant, and any cleaning fees. This administration charge does not cover any damage to property caused during the tenancy and this will be invoiced in full.

Study Group Cancellation

If Study Group cancels this Tenancy Agreement after the course has started and the Student has moved into the accommodation then they are only held liable for all accommodation fees up to the date they vacate the property. In addition to this, there is an administration charge applicable of £150 which covers the costs of administration of cancelling a tenancy agreement early, finding a new tenant, and any cleaning fees. This administration charge does not cover any damage to property caused during the tenancy which will be invoiced in full.

Study Group Cancellation

A Study Group Cancellation includes:

- Cancellation due to visa refusal (excluding visa refusal due to fraud or negligence)
- Cancellation due to failing entry requirements or poor results
- Cancellation due to personal or family illness or bereavement.

Cancellation due to the student breaking the student code of conduct does not classify as a Study Group Cancellation.

Summary Table of Cancellation Charges (not including completion of a tenancy)

Cancellation	Accommodation Fees Due	Administration Charge Due	Damages charged?
Prior to course or tenancy start date (or within 14 days of signing the tenancy agreement)	None	£50 (if student moved in)	If applicable (if student moved in)
Mid-tenancy (student cancellation)	Up to end of term of cancellation	£150	If applicable
Mid-tenancy (SG cancellation)	Up to date of vacation of property	£150	If applicable

Completion of Tenancy Agreement and fees charged

If the student completes their tenancy agreement in full then any administration charge is reduced to £50 as there is no cost of early cancellation. This £50 administration charge covers cleaning fees but does not cover any damage to property caused during the tenancy which will be invoiced in full.