



Accommodation Cancellation & Refund Policy

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Accommodation Cancellation & Refund Policy

1. Introduction

This policy outlines the procedure and guidelines for students who wish to cancel a booked room in owned and leased halls (see 1.2).

1.1 Purpose of Policy

To ensure a fair and efficient booking cancellation and refund process. This policy is subject to annual review and amendment to meet changing circumstances and the ever evolving needs of our students population.

1.2 Scope

- Students must have a completed booking in either University owned or leased Halls.

Students should be aware, that owned and leased accommodation is contracted directly with the University, private partner halls will contract to the student directly and those bookings will be managed in line with the individual partner's own terms and conditions. Please check their website for their cancellation policy.

- The accommodation blocks that this policy applies to are as named below -

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|------------------|-------------------|
| Archway Halls | University owned |
| Birley Halls | University owned |
| Cambridge Halls | University owned |
| Cavendish Halls | University owned |
| Briarfield Halls | University leased |
| Needham Halls | University leased |
| Oxford Court | University leased |

1.3 Roles & Responsibilities

This policy will be reviewed annually by the Residential Management Team and changes will be authorised by the Residence Management Group.

Implementation of the policy will be managed by the Residential Allocations Manager and Residence Manager.

If you have any questions concerning the content of the policy, please email accommodation@mmu.ac.uk

2. Executive Summary

To provide guidance around the process to cancel an accommodation booking within University managed and leased halls of residence.

3. Policy

3.1 Booking Cancellation Process

3.1.1 Booking cancellations prior to arrival

- All cancellation requests should be sent in writing to accommodation@mmu.ac.uk stating your full name, student ID number, the reason why you would like to cancel and any applicable evidence to support your cancellation.

3.1.2 Booking cancellations post arrival

- You will need to speak to a member of the Accommodation team, via email Accommodation@mmu.ac.uk, via telephone 0161 247 2958 or via Archway Reception.
- Removing your belongings and moving out does not count as advising us of your cancellation, whether or not you have returned your key. Your cancellation will only be processed once you have notified us in writing.
- You will be required to fill out an online form which will require you to submit the reason for your cancellation along with any supporting evidence.
- For further terms and conditions of your cancellation, please see Appendix A.

3.1.3 Mitigating circumstances

- It could be that you are required to cancel due to factors outside your control for example financial, health or personal circumstances.
- Each cancellation based on mitigating circumstance will be reviewed on a case-by-case basis. An outcome will be fully communicated to you by a member of the Management Team. We ask that you provide as much supporting evidence as possible so that your request can be effectively reviewed.

3.1.4 Contract Takeover

- The outcome of your cancellation request could be that you are required to find a contract takeover for your room. We understand this may not be your preferred outcome, the Student Living Accommodation Office is here to support you as much as practically possible. We will offer you advice and tips on how to find a replacement.

- Please be aware, that although we aim to help to find a replacement by collectively advertising your room and offering it for sale, the sole responsibility lies with you as the contracted occupier of the room.
- Any contract takeovers need to be a full time student at Manchester Metropolitan University of a similar study status as yourself. If you are living in a flat which has been designated as gender specific, then your replacement will need to match this requirement.
- Your contractual liability for the room will end once the new tenant has signed their agreement.

3.1.5 Notice period

- If you have already moved into your accommodation, the 6 week notice period starts once you have given up possession of the room or when you have submitted your evidence – which ever date is the latest.

3.1.6 Supporting evidence

- We ask that all evidence submitted is applicable and its authenticity can be easily recognised. For example, headed paper from the relevant University department such as wellbeing services, student records, or GP letters on headed paper for medical based evidence.
- Medical evidence will be handled sensitively and may be shared with appropriate colleagues in the interests of processing your cancellation and refund.

4 Consequences of Non-compliance [optional]

All students cancelling accommodation are expected to comply with the University's accommodation policies and terms. Non-compliance may result in the non cancellation of the accommodation agreement.

5 Monitoring and Review

This policy will be reviewed annually by the Residential Management Team and changes will be authorised by the Residence Management Group.

6 Appendices

Appendix A Bookings cancellation and Refund process

Appendix A: Flowchart of the bookings cancellation and refund process

| I am cancelling because | Relevant date | What you are required to do | Prepayment of rent refund – Am I eligible? | Will I be held to contract? |
|--|---|--|--|--|
| I will no longer be studying at Manchester Metropolitan University, as I did not meet the required entry criteria. | On or before 31 August in year which contract commences. | Notification to the University is required. Please email Accommodation@mmu.ac.uk stating your full name, student ID number and attaching the applicable evidence. | Full refund given. | No - Your contract will be terminated. |
| | After 1 st September and prior to the start of contract in year, which contract commences. | Notification to the University is required. Please email Accommodation@mmu.ac.uk stating your full name, student ID number and attaching the applicable evidence. | No refund of prepayment of rent. | No – But you will be charged a 6 week notice charge. |
| I have not confirmed my place at Manchester Metropolitan University or have withdrawn. | On or before 31 st August in year which contract commences | Notification to the University is required. Please email Accommodation@mmu.ac.uk stating your full name, student ID number and attaching the applicable evidence. | Full refund given | No – your contract will be terminated |
| | After 1 st September in year which contact commences | Notification to the University is required. Please email Accommodation@mmu.ac.uk stating your full name, student ID number and attaching the applicable evidence. | No Refund of Prepayment of rent | Yes – You will be held to contract until a replacement tenant is found with a minimum charge of 6 weeks. |

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| I am an international student and I am no longer coming to Manchester Metropolitan University, as I did not get my UK entry Visa | On or before 31 August in year which contract commences. | Notification to the University is required. Please email Accommodation@mmu.ac.uk stating your full name, student ID number and attaching the applicable evidence. | Full refund given. | No - your contract will be terminated. |
| | After 1 September in year which contract commences. | Notification to the University is required. Please email Accommodation@mmu.ac.uk stating your full name, student ID number and attaching the applicable evidence, within 7 days of being notified of the refusal. | No refund of prepayment of rent. | No – but you will be charged a 6 week notice charge. |
| I am a student at Manchester Metropolitan University but no longer wish to live in University Halls | On or before 31st July in year which contract commences. | Notification to the University is required. Please email Accommodation@mmu.ac.uk stating your full name, student ID number and attaching the applicable evidence. | Full refund given. | No - Your contract will be terminated. |
| | After 31st July in year which contract commences. | Notification to the University is required. Please email Accommodation@mmu.ac.uk stating your full name, student ID number and attaching the applicable evidence. | No refund of your rental prepayment. | Yes – You will be held to contract until a replacement tenant is found with a minimum charge of 6 weeks. |
| I am deferring until next year | On or before 31 August in year which contract commences. | Notification to the University is required. Please email Accommodation@mmu.ac.uk stating your full name, student ID number and | Full refund given of prepayment of rent. | No - Your contract will be terminated. |

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| | | attaching the applicable evidence. | | |
| | After 1 September in year which contract commences. | Notification to the University is required. Please email Accommodation@mmu.ac.uk stating your full name, student ID number and attaching the applicable evidence. | No refund of prepayment of rent. | Yes – You will be held to contract until a replacement tenant is found. With a minimum charge of 6 weeks |
| I have taken up occupancy of my room | At any point on or after the day in which you have moved into your room. | Notification to the University is required. Please email Accommodation@mmu.ac.uk stating your full name, student ID number and attaching the applicable evidence. | No refund of prepayment of rent. | Yes – You will be held to contract until a replacement tenant is found. With a minimum charge of 6 weeks |