



## **Student Castle Cancellation Policy (Scotland)**

Once you have paid your deposit and you have been allocated a room, should you then decide to cancel then the booking fee is non refundable, unless cancellation is made within the “Cooling Off Period” (details below) and you have not yet moved into your accommodation.

### *Cooling Off Period*

If you have not already moved into your accommodation and decide within 14 days to cancel your booking, then your deposit will be refunded to you. Please email [Edinburgh@studentcastle.co.uk](mailto:Edinburgh@studentcastle.co.uk) to inform us if you wish to cancel. Refunds will be made within 28 days.

### *Outside Cooling Off Period*

If you cancel your booking outside the cooling off period and have not yet moved into the accommodation or signed the licence agreement, then we will withhold the deposit, but you will be released of all further obligations.

If you have paid the deposit and signed the licence agreement then you will be held to the terms of the licence until a suitable replacement licensee is found.