



Cancellations due to Covid-19 pandemic (for properties in England)

In light of the global Covid-19 pandemic, Student Castle has amended their cancellation policy for Academic Year 2020/2021.

If there is a restriction on travel to or within the UK **from your country** after **24 August 2020** (not including a mandatory period of quarantine), your licence agreements will be cancelled provided that we receive written confirmation from the licence holder of his/her intention to cancel between **24 August 2020 and 31 August 2020**.

Any cancellations received before 24 August 2020 or after 31 August 2020 will not be eligible. All booking fees are non-refundable.

Cancellations due to Covid-19 pandemic (for properties in Scotland)

As a result of the amendment of the Coronavirus (Scotland) (No.2) Bill on 26 May 2020, licences for properties commencing after 27 May 2020 and before 30 September 2020 can be terminated due to a reason relating to Covid-19 by giving 28 days' notice. Notice must be given in writing to edinburgh@studentcastle.co.uk stating the reason relating to Covid-19 why you wish to terminate. If notice is received less than 28 days before the start date of the licence, then you will be charged for the period after the licence starts until the expiration of the notice period. Any booking fee paid will be forfeited.

Universities delaying the start of the Academic Year 2020/2021 (September)

If the university you will be attending delays the start of the academic year due to Covid-19 by **three weeks or more**, Student Castle will delay the start date of your licence agreement provided that we receive the following:

1. Written confirmation from the licence holder of their request to delay by **21 August 2020**
2. Official notice from the university of the delayed start date

If no confirmation is received by 21 August 2020, you will be held to the terms of the original licence.

Once we receive the confirmation and notice as stated above, the new licence start date will be confirmed to you. This is in line with the university's official new start date and will not be negotiable. Student Castle will shorten the licence agreement duration from the original 51 weeks accordingly, and your payments will be reduced to reflect the shortened agreement.

Additionally, a payment equivalent to **at least 4 weeks rent will be required on the original 1st payment date**. The balance of the 1st payment is payable 12 days before the new start date.

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This policy will be reviewed regularly as the situation surrounding Covid-19 develops. Student Castle reserve the right to change the terms and conditions of this cancellation policy at any time.