

Beyond the Box Student Cancellation Policy



Notice to cancel your contract for your accommodation must be given in writing by post or e-mail. Please refer to our accommodation contract standard terms and conditions for 2024/25 a copy of which can be located under the Essential Info section of our website, <https://beyondthebox.com>.

7-Day Cooling Off Period

You have a 7-day cooling off period during which you may cancel your contract by giving us written notice by post or e-mail. The notice must reach us by the end of the 7th day after the day you sign (either electronically or on paper) your accommodation contract but before you collect your keys for your accommodation (check in).

If you validly cancel during the cooling off period, we will reimburse the security deposit fee and any pre-paid accommodation fees.

Cancellations outside of the cooling off period, but before you have moved in.

- (a) If your tenancy commencing between 1 September and 31 December, you may cancel your contract at any time up to and including 31 July before the start of the Period of Stay by giving us written notice (which may be sent by post or email, but not fax) that you wish to cancel. The notice must reach us on or before 31 July before the start of the Period of Stay and you must pay us a cancellation fee of £50 (or agree in writing that the fee may be deducted from the Deposit) by not later than 31 July, otherwise the contract will continue in force.
- (b) If your tenancy commencing between 1 January and 31 March, you may cancel your contract at any time up to and including 31 November before the start of the Period of Stay by giving us written notice (which may be sent by post or email, but not fax) that you wish to cancel. The notice must reach us on or before 31 November before the start of the Period of Stay and you must pay us a cancellation fee of £50 (or agree in writing that the fee may be deducted from the Deposit) by not later than 31 November, otherwise the contract will continue in force.
- (c) If your tenancy commencing between 1 April and 30 June, you may cancel your contract at any time up to and including 28 February before the start of the Period of Stay by giving us written notice (which may be sent by post or email, but not fax) that you wish to cancel. The notice must reach us on or before 28 February before the start of the Period of Stay and you must pay us a cancellation fee of £50 (or agree in writing that the fee may be deducted from the Deposit) by not later than 28 February, otherwise the contract will continue in force.
- (d) If your tenancy commencing between 1 July and 31 August, you may cancel your contract at any time up to and including 31 May before the start of the Period of Stay by giving us written notice (which may be sent by post or email, but not fax) that you wish to cancel. The notice must reach us on or before 31 May before the start of the Period of Stay and you must pay us a cancellation fee of £50 (or agree in writing that the fee may be deducted from the Deposit) by not later than 31 May, otherwise the contract will continue in force.

Outside of the conditions described in (a)-(d) above, you may request to exit your accommodation contract early in writing; an early termination fee of £50.00 will apply which we will deduct from your security deposit.

You will be required to find a replacement tenant, reasonably acceptable to Beyond the Box Student, to take over your accommodation contract. Beyond the Box Student will use reasonable endeavours to help you to find a replacement tenant but cannot guarantee that a replacement will be available. Beyond the Box Student will assist in finding a replacement tenant, but this will only apply when all other rooms in the property are occupied*.

Please note: You remain responsible for all rent due as defined in your accommodation contract until a replacement tenant has been found for your accommodation. Once the replacement tenant has completed all the required documentation and made any payments that are due, we will process the refund of your security deposit if applicable and refund any advance rent payments that may be due to you.

Early Terminations after you have moved into the accommodation.

The cooling off period ends once you have moved into the accommodation, even if you move into the accommodation within 7 days of signing your contract. You may request to exit your accommodation contract early in writing; an early termination fee of £50.00 will apply which we will deduct from your security deposit.

You will be required to find a replacement tenant, reasonably acceptable to Beyond the Box Student, to take over your accommodation contract. Beyond the Box Student will use reasonable endeavours to help you to find a replacement tenant but cannot guarantee that a replacement tenant will be available. Beyond the Box Student will assist in finding a replacement tenant, but this will only apply when all other rooms in the property are occupied*.

Please note: You remain responsible for all rent due as defined in your accommodation contract until a replacement tenant has been found for your accommodation and all required documentation has been completed with the replacement tenant.

Any security deposit refund or advance rent payment refunds due to you will be paid once the replacement tenant has completed all the required documentation.

*Please note Beyond the Box Student will only assist you to find a replacement tenant for you once full occupancy has been achieved for the property. This does not affect your statutory rights. Please refer to the standard terms and conditions attached to your Accommodation Contract for full details of terms. Contact details for notification: Beyond the Box Student Limited, Avon Way House, Avon Way, Colchester, Essex, CO4 3TZ. Email: avonwayhospitality@beyondthebox.com