



## **Cancellation Policy**

### **i. Cancellation of accommodation (before commencement of licence period)**

Should You cancel your booking within 24 hours of making a booking You will be refunded your Deposit in full.

Should You cancel your booking after 24 hours of booking but prior to the commencement of your Period of Residence You will be refunded your Deposit less an administrative charge of €50.

Students who do not officially cancel their booking will forfeit their entire deposit and the student will be held liable for any accommodation fees incurred, as the room cannot be given to another student while it is still held for the first student.

An official cancellation must be made using the cancellation form (cancellations by phone will not be accepted). The completed cancellation form must be sent by email (to [residences@ucd.ie](mailto:residences@ucd.ie)) by a UCD connect email account or handed into the Accommodation office. A receipt of cancellation will be provided as confirmation of cancellation. If you do not receive a receipt, please contact us immediately to ensure successful cancellation of your booking. An official cancellation must be made using the cancellation form (cancellations by phone will not be accepted).

### **ii. Cancellation of accommodation (during the licence period)**

Should You terminate this Agreement within 7 days of the commencement of your Period of Residence, You will be refunded 50% of your Deposit. This refund is subject to your Room not being damaged, being left in a clean and tidy condition and there being no fines levied in connection with this Agreement.

Should you terminate this Agreement 7 days or more after the commencement of your Period of Residence and before the end of your Period of Residence, You will be refunded 25% of your Deposit. This refund is subject to your Room not being damaged, being left in a

clean and tidy condition and there being no fines levied in connection with this Agreement. Refund of your Deposit is subject to payment of the Licence Fee and associated charges being up to date. UCD shall be entitled to use your Deposit as credit against any costs it incurs for cleaning, repair, and replacement of damaged items and against settlement of any monies owed by You to UCD.

Should this Agreement be terminated by You during your period of Residence You will be liable to pay the Licence Fee and any and all associated charges up to the end of the 28-day notice period or such longer period of notice provided in the Cancellation Form. UCD will use its reasonable endeavours to re-licence the Room and in the event that UCD is able to re-licence the Room You will be entitled to receive credit for the balance of the Licence Fee (less your Deposit as referred to in this clause) paid by You in advance which corresponds to the Period in which the Room is re-licensed.

Students who do not officially cancel their booking will forfeit their entire deposit and the student will be held liable for any accommodation fees incurred, as the room cannot be given to another student while it is still held for the first student.

An official cancellation must be made using the cancellation form (cancellations by phone will not be accepted).

The completed cancellation form must be sent by email (to [residences@ucd.ie](mailto:residences@ucd.ie)) by a UCD connect email account or handed into the Accommodation office. The cancellation form should only be handed in once the resident has vacated the room. Receipt of a cancellation form puts a process in place to turn the room around for rebooking. Please note that any unremoved items in the room will be disposed of after this date and the disposal of same may incur a charge on the resident's account.