



### Refund Policy

#### 1. For refund of deposit due to cancellation of accommodation (before commencement of accommodation session)

- 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. The student will be held liable for any accommodations 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 Cancellation Form can be found on the UCD Residence website or requested in the Merville Central Customer Care Office.

If an appeal is made relating to the value of the refund it must be made on the official **Booking Deposit Appeal Form** and received by UCD Residences.

Completed cancellation forms must be sent by email (to [residences@ucd.ie](mailto:residences@ucd.ie)) via a UCD connect email account or handed into the Accommodation Office upon departure. 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.

If deductions are made and the resident has a query about the deduction they should contact Residential Services by email quoting their student number. UCD Residences will provide clarification on the reason for any deductions. If a resident is not satisfied with this information they can appeal the decision by filling out the Booking Deposit Appeal Form. The appeal must be lodged with UCD Residences within 30 days of the date the cancellation was received.

#### 2. For refund of license fee due to cancellation (during accommodation session)

- 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.



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### Residential Services

- 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 still be liable to pay the Licence Fee in full for the whole of the Period of Residence. 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 accommodations 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 Cancellation Form can be found on the UCD Residence website or requested in the Merville Central Customer Care Office.

If deductions are made and the resident has a query about the deduction they should contact Residential Services by email quoting their student number. UCD Residences will provide clarification on the reason for any deductions. If a resident is not satisfied with this information they can appeal the decision by filling out the Booking Deposit Appeal Form. The appeal must be lodged with UCD Residences within 30 days of the student being informed of the deposit refund value.

### **3. For refund of Deposit at end of License to Reside (after accommodation session)**

At the end of the license period, the rooms will be inspected for damage; the deposit will be refunded less any charge for damages and any outstanding amounts. Residents may check their residence fees account and the inventory management system to view reasons for deductions if applicable. Please see the *How To Guides* page, under the *Bookings* tab, for



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### Residential Services

information on how to check reasons for a deposit deduction on your account and information on how to claim a refund. UCD Residences aim to refund deposits within 4 weeks of the end of the licence period.

If deductions are made and the resident has a query about the deduction after checking as per above they should contact Residential Services by email ([residences@ucd.ie](mailto:residences@ucd.ie)) quoting their student number. UCD Residences will provide clarification on the reason for any deductions. If a resident is not satisfied with this information they can appeal the decision. An appeal must be lodged with UCD Residences within 30 days of the student being informed of the deposit refund value.

#### **4. Method of refund**

Refunds will be made by electronic transfer into the designated account nominated by the student on their SISWeb.

After all required deductions have been processed, an email will be sent to the students UCD Connect email requiring the student to enter their bank account details onto a designated web page on their SISWeb account. Once the bank details have been entered correctly the transfer will be made by the UCD accounts department as part of the next available payment transfer.

Please consult your bank to ensure details entered are exactly as required for an electronic transfer from Ireland into your bank account. Students have six months to enter these details. After six months the deposit refund will be allocated to student residence life projects.