

# Booking Terms and Conditions

Year: 2026-27

Property name: Ashlin House

## Advance Rent

In order to secure the accommodation, the applicant is required to pay an Advance Rent of €100. This amount is credited against the first rent instalment. Once the licence to reside is countersigned the tenant and guarantor are fully committed to the contract and all the payments set out in the agreement.

## Licence Fee and Service Charge Contribution

Your Licence Fee payable under Your Licence to Reside relates to (i) rent of the Room and (ii) a contribution towards utility costs & WIFI. This contribution towards utility & WIFI costs is subject to review and amendment by the Licensor during Your Period of Residence having regard to prevailing utility & WIFI costs during the term of your Licence to Reside and may be adjusted accordingly.

## Licence To Reside

A sample Licence can be viewed on the chosen property's website page.

Once the accommodation is selected, we allow five days for the applicant and guarantor (as applicable) to sign the Licence.

Once both have signed the agreement, it will then be countersigned by the Landlord and become legally binding. The tenant and guarantor are then legally committed to paying the rent in full even if the tenant does not move into the property or chooses to leave the property early.

If the agreement is not signed by the applicant and guarantor during the five-day period, the booking may be cancelled without any penalty on our part and with immediate effect.

We are not obligated to find you alternative accommodation or provide any form of compensation where you fail to accept the agreement within the five day period.

If booking accommodation after the 1<sup>st</sup> August 2026, the time allowed for the applicant and guarantor to sign the Licence will be two days.

All negotiations will be subject to contract and payment of the initially requested funds.

## Bills Included

Your rent includes:

- Contents insurance

Your Service Charge is a contribution towards:

- Electricity
- Gas
- Heating
- Hot water
- WIFI.

Please check Wi-Fi speed and device limits on your property's Booking Info page on our website.

Details of the included contents insurance policy are also listed there.

There is an on-site Laundrette for current vend prices, please contact your local team.

## Advertised Weekly Rents

Please be advised that advertised rent charges and offers may fluctuate throughout the year. The price and your accommodation will be secured once the applicant and guarantor\* have signed the agreement and the Advance Rent has been paid.

## Special Offers

Any special offers will be issued in accordance with their own Terms and Conditions.

## Payment Due Dates

If you're booking a 51-week tenancy you can choose to pay in full, or in 2 or 9 instalments. If you're booking a 39-week tenancy you can choose to pay in full, or in 2 or 8 instalments. The first instalment is due on 1<sup>st</sup> August 2026 and all subsequent payments dates can be found on your licence agreement.

Tenancy Lengths	Instalment options
51 weeks	Full pay, or in 2 or 9
39 weeks	Full pay, or in 2 or 8
Semester 1& 2	Full pay, or in 2 or 4

Tenants are reminded that responsibility to pay the rent is a contractual obligation between the Landlord and tenant and is not dependent on any Student Finance / bursary payments having been made to the tenant on time.

Payment dates may vary if booking a semester let – please refer to your Licence for further details.

## Cancellation Before Countersigning

If you cancel your booking before the agreement is countersigned, your advance rent payment will be refunded.

## Cooling Off Period

If you booked online or by phone and have not viewed the accommodation in person, you have a 72-hour cooling-off period after booking (reduced to 24 hours from 1st August 2026).

During this period, you may cancel your booking provided you have not moved in. To cancel, please email the Residents' Team with the subject line: "Cooling Off Period Cancellation."

Refunds will be processed within 10 working days.

## Cancellations for Exceptional Circumstances

After the cooling-off period, you may cancel before the tenancy start date only if:

- You are unable to obtain a visa to enter the Ireland
- You did not receive the required grades to attend your chosen university / college.
- You failed to achieve the grades needed to continue your studies

Please provide supporting evidence (e.g. CAO and UCAS notification or visa refusal) to your Residents' Team within 72 hours of receiving it.

Once we have received the cancellation in writing, we will confirm the cancellation, retain €50 from the Advance Rent to cover our administrative costs, refund the remaining €50 to you, and the License will terminate.

## Finding a Replacement Occupier for your accommodation.

If you wish to end your license to occupy early, you may find a replacement tenant acceptable to the landlord.

The new tenant will sign a new agreement, which may be at a different rent to match the current market rate.

Before we accept a replacement:

- Your rent account must be fully up to date
- Any rent owed up to your leaving date must be paid

Once the replacement licensee has signed and paid, they will assume responsibility for all future rent and obligations. Until then, you remain responsible for the rent until the original end date.

## Notice of Termination

During the period from 1 May to 1 October, subject to giving the minimum statutory notice period and serving a valid Notice of Termination, the tenant may terminate the agreement.

## Guarantors

All applicants are required to nominate a guarantor—someone over 18 who agrees to meet all obligations set out in the Occupancy Agreement.

The guarantor cannot live with you (unless they are your parent or guardian) or live in another property managed by Fresh.

The guarantor must:

- Pay rent if it is unpaid by the tenant
- Cover any costs resulting from breaches of the tenancy
- May be contacted if the tenant is involved in serious antisocial behaviour

To qualify, guarantors must provide:

- Photo ID (e.g. a valid passport)
- Proof of residence (e.g. a recent utility bill or bank statement dated within the last 3 months)

Failure to provide suitable documentation will result in the guarantor being declined.

## Room Changes

If you wish to change rooms after the start of the Licence to Reside a €100 administration fee will be payable.

## Fresh App

The Fresh App is available across the UK and Ireland. It provides key information, updates, and reminders about your accommodation and payments. Please enable notifications to stay up to date with announcements and events. All data in the app is managed in accordance with Fresh's Privacy Policy.

## Privacy Policy

Your personal data will be handled in accordance with Fresh's Privacy Policy which you can view [here](#).