



## Terms and Conditions of Booking - Highlight Thomas Street

### Booking Fee

In order to secure your accommodation you are required to pay a Booking Fee of €300. Payments can be made online using the secure payment portal.

Your Booking Fee converts to a Damage Deposit once your tenancy commences and is refundable at the end of your tenancy, less any deductions for damage or charges due.

### Payment Due Dates

Three payment options are available with the option to pay in full, or in 2 or 8 instalments. The first instalment is due on the 6th August 2023 and all subsequent payments dates can be found on your licence agreement.

### Licence Fee and Utility Contribution

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

### Licence To Reside

A sample Licence can be viewed on your chosen location's website page.

Once you have selected your accommodation we allow 5 days for you and your Guarantor to sign the Licence. The agreement will then be executed by the Landlord.

The executed Licence is a legally binding agreement and you or your Guarantor are bound to pay the rent in full even if you do not move into the property or if you leave the property early.

If the agreement is not accepted during the 5 day period, your booking may be cancelled without any penalty on our part and with immediate effect.

After the 1<sup>st</sup> August 2023, the time allowed for you and your Guarantor to sign the Tenancy Agreement will be reduced to 2 days.

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



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### Cancellation

If you cancel your booking prior to the Licence being executed your Booking Fee will be returned.

Once your booking is executed we operate a 72 hour "Cooling Off" period up to the 3rd of August 2023 so if your circumstances change you can cancel your booking subject to you having not moved into the property.

To cancel your booking please write to or email the Residence Manager at your chosen residence within 72 hours of receiving your 'Lease Agreement Executed' email. You will then be refunded your Booking Fee in full and the Licence will be terminated. NB. This may take up to 10 working days to reach your account.

Outside of the 72 hour cooling off period and prior to 3rd August 2023, you may cancel your booking in writing or via email to the Residence Manager. Once we have received your cancellation in writing we will confirm the cancellation, retain €50 from your Booking Fee to cover our administrative costs, refund the remaining €250 of the deposit to you, and the License will terminate.

If you cancel your booking after the 3rd of August 2023, the Booking Fee will be retained in full.

Once the "Cooling Off" period has expired, you can cancel your License prior to the tenancy start date if:

- You do not have a visa to enter Ireland
- You have not acquired the grades to be offered a place at the chosen university / college
- You have failed to achieve the grades to continue your study at university / college

In these circumstances, please provide evidence (rejection letter/ Visa refusal documentation) to the Residents' Team within 72 hours of being notified.

Once we have this, we will confirm receipt of your request to cancel and refund your full Booking Fee.

There are no other circumstances when we will accept a request for a cancellation either before or during the tenancy.

**For 1st year students going through the CAO process, you have 48 hours following the CAO 1st round to confirm your booking by paying your 1st instalment. If your instalment is not paid within this time, your room booking may be subject to cancellation**

### Room Changes

If you wish to change rooms after the start of the Licence to Reside a €50 administration fee will be payable.