

# Booking Terms and Conditions

Year: 2026–27

Property name: Highlight Thomas Street

## Booking Fee

In order to secure the accommodation, the applicant is required to pay a Booking Fee of €300.

The Booking Fee converts to a Damage Deposit once the tenancy commences and is refundable at the end of the tenancy, less any deductions for rent, damage or other outstanding charges.

## 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.

## Full Rent Payment

If you are unable to provide a guarantor, a booking can still be progressed by committing to pay the full rent for the period of the Licence in advance. The full rent payment will be due on the 1st August 2026. If full rent is not paid in advance and no guarantor is provided, the booking may be cancelled.

## 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 covers your accommodation and Contents Insurance.

Your Utility Charge is a contribution towards electricity, gas, heating, hot water and the internet.

Please check your Wi- Fi device limitations and speed on the property listing on our website.

Please review the details of the Contents insurance included by viewing the chosen properties 'Booking Info' page of the website.

## 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 Booking Fee has been paid.

## Special Offers

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

## Payment Due Dates

You can pay your rent in full or in 8 instalments. If you have a 51 week booking, you can pay in full or in 9 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.

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.

## Cancellation

If the bookings is cancelled by the applicant prior to it being countersigned, the Booking Fee will be returned in full.

*Cancelling up to and including 31<sup>st</sup> July 2026:* Once the booking is countersigned, we offer a 72 hour "Cooling Off" period so if circumstances change, the tenant can cancel the booking subject to having not moved into the property.

Once the cooling off period has expired, the tenant can cancel the booking by emailing the Residents' Team. Once we have received the cancellation in writing, we will confirm the cancellation, retain €50 from the Booking Fee to cover our administrative costs, refund the remaining €250 of the deposit to you, and the License will terminate.

*Cancellations on or after 1<sup>st</sup> August 2026:* The "cooling off" period will be reduced from 72 to 24 hours after the booking is countersigned.

Once the cooling off period has expired, if the applicant cancels the booking, the Booking Fee will be retained in full.

*Cancellation during the Cooling Off Period:* Please email the Residents' Team at the chosen residence within 72 / 24 hours of receiving your 'Lease Agreement Executed' email. The Booking Fee will then be refunded and the Licence will be terminated. NB. This may take up to 10 working days to reach your account.

Once the “Cooling Off” period has expired, the tenant can cancel the booking prior to the tenancy start date detailed on your Licence to Reside 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 receive this, we will confirm receipt of your request to cancel and refund your full Booking Fee.

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.

Outside of this period, it may be possible with the Landlord’s agreement to transfer your obligations to another student who is eligible to live at the property. There is no obligation on our part to find you a replacement tenant. You can advertise your accommodation or undertake your own search for a replacement tenant. If you find a replacement, we will need to do some basic checks to confirm their eligibility to enter into a tenancy.

Before we will accept the new tenant, your account and all obligations need to be up to date and any rent due up to your tenancy ending will need to be paid. There will also be a charge incurred (please see Fee Schedule for details).

Once the new person has signed the Licence, paid a Booking Fee of €300 and made the first rent payment they will take responsibility for future rent payments and all other obligations as stated in the agreement. Until this has happened you will remain responsible for the payment of rent until the original end date of the tenancy.

**1st year students going through the CAO process, you have 48 hours following receipt of your CAO offer 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.**

## Guarantors\*

All applicants are required to nominate a responsible person to act as a guarantor. The guarantor must be over 18 years of age and cannot be someone who is living with the applicant (other than parents or guardians) or in other accommodation managed by us.

A guarantor is required to meet all the obligations as set out in the Licence including guaranteeing the payment of rent if not paid by the tenant and any costs arising from breaches of the tenancy. We will also contact the guarantor if the tenant has been involved with serious incidents of antisocial behaviour. Should the tenant fall into arrears or breach any obligations of the Licence, the guarantor will be contacted to ensure the breach is rectified.

## 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. Our [handy guide](#) provides all the links and information you'll need to download it.

Please accept notifications to keep up to date with announcements within the property, payment dates and key events.

Data in the app is held in accordance with Fresh's privacy policy.

## Privacy Policy

Your data associated with your booking will be held in accordance to Fresh's Privacy Policy. You can view the latest copy of the privacy policy [here](#).

\*Does not apply where the upfront full tenancy rent option is taken.



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