Booking Terms and Conditions

Year: 2027-28

Property name: Oldway Centre

Securing Your Booking

To secure the booking the tenant and guarantor must sign the Occupation Contract / Written Statement. Once the document has been countersigned by the Landlord and provided to the tenant, they and the guarantor are fully committed to the contract and all the payments set out in the contract

Full Rent Payment

If you are unable to provide a guarantor, you can still secure a booking by agreeing to pay the full rent for the contract period in advance.

- The full rent payment is due by 1st August 2027.

If this payment is not received and no guarantor is provided, the booking may be cancelled.

Occupation Contract

A sample Occupation Contract 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 Occupation Contract.

Once both have signed the agreement, it will be countersigned by the Landlord and provided to the Contract Holder at which point it becomes legally binding. The Contract Holder and guarantor are then legally committed to paying the rent in full even if the Contract Holder 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.

If booking accommodation on or after the 1st August 2027, the time allowed for the applicant and guarantor to sign the Occupation Contract will be two days.

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

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Right to Refuse Bookings

We reserve the right to cancel a booking at any time prior to the contract being fully executed (countersigned) by both parties, at our absolute discretion and without providing a reason. Once the contract has been countersigned by the Landlord and provided to the tenant, the accommodation is secured and the agreement becomes legally binding.

Guarantors

(Not required if you are paying the full rent upfront.)

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 contract holder
- Cover any costs resulting from breaches of the contract
- May be contacted if the contract holder 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.

Sanction Checks

Once you have signed the Occupancy Contract, sanctions screening will be carried out to confirm you do not appear on the UK Government's financial sanctions list.

By signing the contract, you confirm you will pass these checks.

If the check fails, the booking will be cancelled.

These checks are completed by a specialist provider on behalf of Fresh to ensure compliance with UK law.

Advertised Weekly Rents

Advertised rent prices and offers may change throughout the year. Your price is secured once the applicant and guarantor have signed the occupancy agreement.

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Bills Included

Your rent includes:

- Hot water
- Electricity
- Wi-Fi
- Contents insurance

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.

Special Offers

Any special offers are subject to their own individual Terms and Conditions.

Payment Due Dates

The first instalment is due on the 1st August 2027.
Subsequent instalments are due on the dates listed in your Occupation Contract.

Please Note: payment of rent is a contractual obligation between you and the landlord. It is not dependent on the timing of any Student Finance or bursary payments.

Monthly Payment Plans

If you receive accommodation funding via a monthly bursary, you may request to pay your rent in monthly instalments. Please contact your Residents' Team to discuss this option.

Cancellation Before Countersigning

You can cancel at any time before being emailed the countersigned Occupation Contract / Written Statement.

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 2027).

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.

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Cancellations for Exceptional Circumstances

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

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

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

If you receive this notification after your contract start date, you remain responsible for rent payments up to the date you provide evidence and we confirm your release.

Right to End the Tenancy if your Student Status Changes

Once the tenancy has started, the Occupation Contract includes a right for residents to end their tenancy early if they are unable to continue their studies. You may use this option if:

- You withdraw from your course
- You are excluded from your course
- You are refused admission to your course, or
- You are absent from your course for more than 60 days due to illness and your higher education provider has agreed to suspend your studies.

To use this option, you must:

- Give us at least four weeks' written notice
- State your intended move-out date
- Provide evidence from your institution confirming your withdrawal, exclusion, refusal of admission or suspension of studies, and
- Vacate the accommodation by the date stated in your notice.

If there is any issue with the notice or evidence you provide, we will inform you as soon as possible and give you a reasonable opportunity to correct it.

No other cancellation requests will be accepted before or during the tenancy.

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Ending Your Tenancy in Other Circumstances

If you wish to end your contract early, and do not meet the criteria listed on Page 4, you may find a replacement tenant acceptable to the landlord.

The new Contract Holder will sign a new contract, 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 Contract Holder 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.

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.

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