



# Withdrawal and cancellation policy

If you wish to cancel your accommodation contract, are suspending your studies or are withdrawing from university you will need to follow our Withdrawal and Cancellation procedure outlined below.

Any request for contract cancellation which is not referred to in this policy will be assessed on a case by case basis by the Accommodation Management Team (or nominee). A request will only be considered where there are exceptional circumstances and must be backed up with relevant evidence. The content of this policy can also be found in Section 5.2 of the Terms and Conditions of residence.

If you have any questions about this process or are considering terminating your accommodation agreement please get in touch with the accommodation team at [accommodation@le.ac.uk](mailto:accommodation@le.ac.uk), by calling +44 (0)116 252 2428 or by dropping in to your site reception.

| Condition   | Terms  | Charge value   |
|---|--|--|
| Cancellation of an Accepted contract prior to the contract start date                             | More than 28 Days before Contract Start Date   | £0   |
|   | 28 Days or less prior to Contract Start Date   | £250   |
| Failure to Take Up Residence within 2 weeks, or cancellation within the first 2 weeks of contract |  | £250 or the amount of the Accommodation Fee ( whichever is greater ) |
| Cancellation during contract period   | Cancelling your agreement without suspending your studies or withdrawing from university (i.e. you will still be a student at the University of Leicester) | Full balance as described on your Residential Agreement              |
| Suspension of studies during contract period  |  | Please see the full details below                                    |
| Permanent withdrawal from university during contract period                                       |  | Please see the full details below                                    |

Any withdrawal or cancellation charges will be invoiced to you directly, any pre-payment made on accepting your contract or accommodation fee paid will be used to pay these fees in the first instance and a refund raised should a balance be payable.

## Suspension of studies during contract period

A suspension of studies is an approved period of absence from your programme of study. If you are considering suspension of studies please contact your personal tutor and the [Student Welfare Service](#).

### How this affects your accommodation

If you are suspending your studies, you won't be studying but are still a University of Leicester student. Provided you pay your fees in full you may stay in your accommodation for the full period of residence if you wish to. Alternatively, we can help you to cancel your contract of accommodation. In either case, you will need to get in touch with us to discuss the best way we can help you.

### What do you need to do?

1. Arrange your suspension of studies with your department and the [Student Welfare Service](#)
2. Send an email to [accommodation@le.ac.uk](mailto:accommodation@le.ac.uk) confirming that you are suspending your studies, you will need to include your name, student ID number, term-time address and the date that you wish to end your tenancy
3. You will need to give at least four weeks' notice for cancellation of your accommodation contract, you may still leave your accommodation immediately
4. Within those four weeks you will need to clear your room and return your keys/fob to reception

### What will you be charged?

You are required to give four weeks' notice of cancellation as detailed above. We will charge you for every day you have been in accommodation with the University up until the day you inform us that you are suspending your studies plus the additional four week notice period. In other words, if you suspend your studies at short notice and want to leave immediately, you will still have to pay for an additional four weeks. If you do not return your key within 4 weeks, you will be charged until your key is received by your site reception.

Any money you owe must be paid in full before your last day. Any money already paid for the period after this date will be refunded to you.

## Permanent withdrawal from university during contract period

A withdrawal from studies is when you permanently leave your programme of study. If you are considering withdrawing from university please contact your personal tutor and the [Student Welfare Service](#).

### How this affects your accommodation

You will not be a University of Leicester student once you have withdrawn, so would not be able to stay in the university-managed accommodation. You will need to get in touch with us to discuss the best way we can help you.

### What do you need to do?

1. Arrange your withdrawal with your department and the [Student Welfare Service](#)
2. Send an email to [accommodation@le.ac.uk](mailto:accommodation@le.ac.uk) confirming that you are withdrawing from university, you will need to include your name, student ID number, term-time address and the date that you wish to end your tenancy
3. You will need to give at least four weeks' notice for cancellation of your accommodation contract.
4. Within those four weeks you will need to clear your room and return your keys/fob to reception

**What will you be charged?**

You are required to give four weeks' notice of cancellation as detailed above. We will charge you for every day you have been in accommodation with the University up until the day you inform us that you are withdrawing from university plus the additional four week notice period. In other words, if you withdraw at short notice and want to leave immediately, you will still have to pay for an additional four weeks.

Any money you owe must be paid in full before your last day. Any money already paid for the period after this date will be refunded to you.