

UNIVERSITY OF EXETER – 2025-2026 Cancellation Policy – 01.25.v1

The name of the supplier of your accommodation is The University of Exeter and its address is:

Accommodation Office, Northcote House, The Queen's Drive, Exeter, EX4 4QJ.

Email: exeterao@exeter.ac.uk

The services which we will be supplying to you are a furnished study bedroom. Details of whether the accommodation is on a catered or self-catering basis, single or twin occupancy, the period of residences and whether the accommodation is en-suite or has shared bathroom facilities, together with details of the utilities and services included, are set out on the accommodation website and in your accommodation agreement.

An indicative price of the accommodation is set out in the Room Finder page of the accommodation website (<https://www.exeter.ac.uk/study/accommodation/room-finder/>) but will be confirmed when we send you an offer of accommodation. This price includes all charges for utilities (unless stated otherwise on the accommodation website), but not telephone calls.

The arrangements for payment are set out in the financial details section of the online process and is also set out in the University's Student Finance webpage (<https://www.exeter.ac.uk/students/finance/studentfees/>) but, in summary, by accepting the offer of accommodation you make a legally binding commitment to pay the residence charge for the full period of your contract. Please note that accepting the offer on-line is the same as signing the accommodation agreement in person and by doing this you will be agreeing that you will be held to the contract.

Payment is made by 3 (or 4 in case of 51 weeks lets) advance instalments, the exact amount due each term being shown in your accommodation offer. Registered students can check accommodation transactions and outstanding balance by viewing their [online statement](#). Prior to completing your student registration you can request this information by emailing exeterao@exeter.ac.uk

We will usually provide you with the accommodation for the weeks shown on the accommodation website for your allocated accommodation – but this may exclude the vacations. Please check your accommodation agreement to make sure you are aware of the exact period of residence before you make a commitment.

The offer of accommodation and the price will remain valid until the deadline stated in your offer of accommodation, but after that date the offer of accommodation will automatically lapse if you have not accepted it.

The minimum duration of the accommodation agreement is for the period of residence. You can only terminate the accommodation agreement by complying with the process set out in the accommodation agreement. Failure to terminate in accordance with this procedure means that you will remain liable to comply with the obligations, including payment of the residence charge.

If we have offered you a place in named accommodation we will, of course, aim to locate you there. However, we do not guarantee that the accommodation will be available in all cases. Please see the accommodation agreement for terms relating to alternative accommodation.

Our cancellation policy:

Your accommodation agreement becomes binding on the date on which the University sends an email to you entitled **CONTRACT FORMATION EMAIL**. Should you wish to cancel your contract, you need to advise us in writing (by email or post to the address given above) within 5 working days, beginning the day after the date the agreement becomes binding.

If you fail to notify us within the five working day period, you can only terminate the accommodation agreement in accordance with the procedure set out in the accommodation agreement. Further, if you fail to take up occupation of your accommodation without notifying us that you will be arriving late, or without serving formal notice to terminate in accordance with the accommodation agreement, we will treat this as a request by you to terminate the accommodation agreement early and you will be charged a fee of £120.00 towards our losses incurred as a result of early termination of the accommodation agreement.