Cancellation Policy

If you need to cancel your booking, you can do so by emailing us **14 days** before your contract start date. The Administration Fee and a one-week rent cancellation fee will apply. The remaining balance of any payments will be refunded to you.

Cancellations on or after your contract start date will be considered an early termination and only be applicable if:

- You have withdrawn from Curtin University, or,
- There are exceptional extenuating circumstances.

The process for early termination is outlined in the Accommodation Agreement.

Special circumstances for cancellation: First years at Curtin University have the option to cancel their contract up to 14 days prior to their contract start date without penalty. This cancellation can be processed, and the balance of payments refunded to you, provided that documentation is received by the reservations team at least 14 days prior to the contract start date. This documentation must confirm non-acceptance/deferral of Curtin University's offer or failure to be offered a place at Curtin University

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