UniLodge VIC PBSA Cancellation Policy

Cancellation Due to Student Visa Refusal

Where a resident is unable to commence occupancy because their Australian student visa application has been refused or a university offer has not been received prior to the agreement commencement date:

The resident must provide:

- Written notice requesting cancellation.
- A copy of the visa refusal notice issued by the Department of Home Affairs; and
- The request within 14 days of receiving the refusal notice.

Upon receipt of satisfactory evidence:

- The accommodation agreement will be cancelled.
- The prepaid rent of two weeks' rental fees collected as part of the booking deposit will be refunded.
- The security deposit will be refunded in accordance with applicable legislation.

No cancellation fee will apply where the resident has genuinely been unable to obtain the required student visa.

Cancellation Due to University Offer Not Received

Where a resident is unable to commence occupancy because they did not receive a university offer prior to the agreement commencement date:

The resident must provide:

- Written notice requesting cancellation.
- The request within 14 days of receiving no university offer.

Upon receipt of satisfactory evidence:

- The accommodation agreement will be cancelled.
- The prepaid rent of two weeks' rental fees collected as part of the booking deposit will be refunded.
- The security deposit will be refunded in accordance with applicable legislation.

No cancellation fee will apply where the resident has genuinely been unable to obtain a university offer.

Cancellation Due to Change of Mind

If a resident cancels before the residential rental agreement date for personal reasons, including:

- choosing alternative accommodation.
- deciding not to study.
- any other reason or

the following applies:

More than 30 days before commencement

- Booking may be cancelled.
- The prepaid rent of two weeks' rental fees collected as part of the booking deposit will be refunded.
- The security deposit will be refunded in accordance with applicable legislation.

30 days or less before commencement

- The resident will be liable for reasonable costs actually incurred as a result of the cancellation.
- The prepaid rent of two weeks' rental fees collected as part of the booking deposit will be forfeited.
- The security deposit will be refunded in accordance with applicable legislation.

Breaking the Residential Rental Agreement

Where a resident wishes to end their Residential Rental Agreement before the expiry of the fixed term, they must submit their request in writing as soon as practicable.

As the Residential Rental Agreement is a legally binding contract, residents may be responsible for reasonable costs incurred as a result of the early termination of the agreement. These costs may include:

- Loss of rent until the room is re-let or the agreement reaches its end date, whichever occurs first.
- Reasonable advertising, reletting, or administrative costs associated with securing a replacement resident.
- Any outstanding rent, utility charges, cleaning costs, damage charges, or other amounts owing under the Residential Rental Agreement.

UniLodge will take reasonable steps to minimise any loss by actively advertising and seeking to re-let the room as soon as practicable

Residents are required to:

- Continue to comply with the terms of their Residential Rental Agreement until they vacate the premises and return all keys, access devices, and other items belonging to the property.
- Remove all personal belongings from the room upon departure.
- Leave the room in a clean and satisfactory condition, fair wear and tear excepted.

Where additional cleaning, repairs, disposal of goods, or rectification works are required, the associated costs may be charged to the resident in accordance with the Residential Rental Agreement and applicable legislation