

# Cancellation and Refund Policy – 2023 – 2024

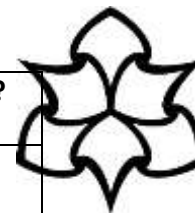
## Policy Notes

All cancellation requests should be sent in writing to [accommodation@mmu.ac.uk](mailto:accommodation@mmu.ac.uk) stating your full name, ID number and the reason why you would like to cancel and the applicable evidence to support your cancellation.

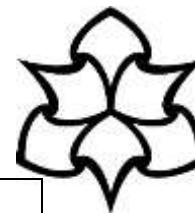
If your cancellation is due to mitigation circumstances then this can be reviewed by management on a case-by-case basis, who may decide to terminate your contract.

Applicable evidence will need to be written confirmation of your withdrawal and / or mitigating circumstances

The 4 weeks' notice charge if you have moved will commence from when you have given up possession of your room (checked out of the accommodation) if you have not moved in, this will commence from when written confirmation and / or the formal request has been submitted.



I am cancelling because	Relevant date	What you need to do.	Prepayment of rent refund – Am I eligible?	Will I be held to contract?
I will no longer be studying at Manchester Metropolitan University, as I did not meet the required entry criteria.	On or before 31 August in year which contract commences.	Notification to University required – Please write to <a href="mailto:Accommodation@mmu.ac.uk">Accommodation@mmu.ac.uk</a> stating your Full Name, ID Number & the applicable evidence.	Full refund given.	No - Your contract will be terminated.
	After 1 September and prior to the start of contract in year, which contract commences.	Notification to University required – Please write to <a href="mailto:Accommodation@mmu.ac.uk">Accommodation@mmu.ac.uk</a> stating your Full Name, ID Number & the applicable evidence	No refund of prepayment of rent.	No – But you will be charged a 4 week notice charge.
I have not confirmed my place at Manchester Metropolitan University or have withdrawn.	On or before 31 <sup>st</sup> August in year which contract commences	Notification to the University required. Please write to <a href="mailto:Accommodation@mmu.ac.uk">Accommodation@mmu.ac.uk</a> stating your Full Name, ID Number & the applicable evidence	Full refund given	No – your contract will be terminated
	After 1 <sup>st</sup> September in year which contact commences	Notification to the University required. Please write to <a href="mailto:Accommodation@mmu.ac.uk">Accommodation@mmu.ac.uk</a> stating your Full Name, ID Number & the applicable evidence	No Refund of Prepayment of rent	No- but you will be charged for any rent if notice is given after the start of the contract and in addition a 4-week notice charge.
I am an International student and I am no longer coming to Manchester Metropolitan University, as I did not get my UK entry Visa	On or before 31 August in year which contract commences.	Notification to University required – Please write to <a href="mailto:Accommodation@mmu.ac.uk">Accommodation@mmu.ac.uk</a> stating your Full Name, ID Number & the applicable evidence	Full refund given.	No - Your contract will be terminated.
	After 1 September in year which contract commences.	Notification to University required – Please write to <a href="mailto:Accommodation@mmu.ac.uk">Accommodation@mmu.ac.uk</a> stating your Full Name, ID Number & the applicable evidence	No refund of prepayment of rent.	No – But you will be charged a 4 week notice charge.



I am a student at Manchester Metropolitan University but no longer wish to live in University Halls.	On or before 31st July in year which contract commences.	Notification to University required – Please write to <a href="mailto:Accommodation@mmu.ac.uk">Accommodation@mmu.ac.uk</a> stating your Full Name, ID Number & the applicable evidence	Full refund given.	No - Your contract will be terminated.
	After 31st July in year which contract commences.	Notification to University required – Please write to <a href="mailto:Accommodation@mmu.ac.uk">Accommodation@mmu.ac.uk</a> stating your Full Name, ID Number & the applicable evidence	No refund of prepayment of rent.	Yes – you will be held liable for your contact. Until a replacement tenant has been found. With a minimum charge of 4 weeks.
I am deferring until next year.	On or before 31 August in year which contract commences.	Notification to University required – Please write to <a href="mailto:Accommodation@mmu.ac.uk">Accommodation@mmu.ac.uk</a> stating your Full Name, ID Number & the applicable evidence	Full refund given of prepayment of rent.	No - Your contract will be terminated.
	After 1 September in year which contract commences.	Notification to University required – Please write to <a href="mailto:Accommodation@mmu.ac.uk">Accommodation@mmu.ac.uk</a> stating your Full Name, ID Number & the applicable evidence	No refund of prepayment of rent.	Yes – you will be held liable for your contact. Until a replacement tenant has been found. With a minimum charge of 4 weeks.
I have taken up occupancy of my room (You have moved in), but I wish to leave the University Halls / withdraw from the University.	At any point on or after the day in which you have moved into your room.	Notification to University required – Please write to <a href="mailto:Accommodation@mmu.ac.uk">Accommodation@mmu.ac.uk</a> stating your Full Name, ID Number & the applicable evidence	No refund of prepayment of rent.	Yes - If you leave the halls but remain a student you will be held to contract and charged until a replacement tenant is found.  No - If you withdraw from the University, you will be held to 4-weeks' notice from the date of withdrawal if you have vacated your room.