



MANSION STUDENT

CANCELLATION POLICY (WALES) 2026/2027

Notice to cancel your contract for your accommodation must be sent by e-mail to info@mansionstudent.co.uk. Please refer to our accommodation contract standard terms and conditions (Scotland) for 2026/27 a copy of which can be located under the Useful Information section of our website. www.mansionstudent.co.uk.

Cooling Off Period

You have a 3 working day cooling off period.

Notice to cancel your contract for your accommodation must be sent by e-mail to info@mansionstudent.co.uk. The notice must reach us by the end of the 3rd working day after the day we confirm to you that your accommodation booking is concluded and before you collect your keys for your accommodation (check in), whichever is the sooner. If you validly cancel during the cooling off period, we will reimburse the security deposit fee and any pre-paid accommodation fees.

Cancellations before you have moved in

Outside of the cooling off period outlined above, you may request to cancel your accommodation contract by e-mail to info@mansionstudent.co.uk.

You will be required to find a replacement tenant, reasonably acceptable to Mansion Student, to take over your accommodation contract. Mansion Student will use reasonable endeavors to help you to find a replacement tenant but cannot guarantee that a replacement will be available. Mansion Student will assist in finding a replacement tenant, but this will only apply when all other rooms in the property are occupied*.

Please note: You remain responsible for all rent due as defined in your accommodation contract until a replacement tenant has been found for your accommodation. Once the replacement tenant has completed all the required documentation and made any payments that are due, we will process the refund of your security deposit if applicable and refund any advance rent payments that may be due to you.

Cancellations after you have moved into the accommodation

The cooling off period ends once you have moved into the accommodation, even if you move into the accommodation within 3 working days of concluding your contract.

You will be required to find a replacement tenant, reasonably acceptable to Mansion Student, to take over your accommodation contract. Mansion Student will use reasonable endeavors to help you to find a replacement tenant but cannot guarantee that a replacement tenant will be available. Mansion Student will assist in finding a replacement tenant, but this will only apply when all other rooms in the property are occupied*.

Please note: You remain responsible for all rent due as defined in your accommodation contract until a replacement tenant has been found for your accommodation and all required documentation has been completed with the replacement tenant.

Any security deposit refund or advance rent payment refunds due to you will be paid once the replacement tenant has completed all the required documentation.

***Please note Mansion Student will only assist you to find a replacement tenant for you once full occupancy has been achieved for the property. This does not affect your statutory rights. Please refer to the standard terms and conditions attached to your Accommodation Contract for full details of terms.**

Loss of Student Status:

In certain circumstances, should you lose your student status, you may provide 4 weeks' notice to cancel your accommodation contract.

These circumstances are:

- you have withdrawn from, been excluded from, or been refused admission to your institution of study;
- you have been absent from your course for more than 60 days due to illness and have agreed with your institution of study to suspend your studies.

Notice must be in writing to info@mansionstudent.co.uk stating your intended date of departure. Appropriate evidence to support must be provided.

Please note: You remain responsible for all rent due as defined in your accommodation contract to the agreed departure date.