



**COVID - 19  
CANCELLATION POLICY**  
REVIEWED 5<sup>th</sup> August 2021

**Signature:**

**Position:**

**Date:**

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## **1. Introduction**

At CityBlock we recognise that the pandemic has had an impact on everyone's lives. The positive news is that the UK has a very high vaccination rate and easy access to testing.

Universities are working hard to ensure their campuses are as safe as possible and we look forward to welcoming you to our accommodation.

To give you peace of mind when booking with CityBlock, we want to be clear and transparent about our Covid-19 cancellation policy. This will apply to any students who sign their tenancy agreement from 1st April 2021.

## **2. Written request**

If you would like to cancel your booking, you will need to put the request in writing by email to [info@cityblock.co.uk](mailto:info@cityblock.co.uk) or to the relevant site Lettings Office. Please specify the reasons why you would like to cancel your room. A cancellation will only be dealt with once we have received the cancellation request in writing.

## **3. Cancellations before the Deadline for Agreement (14 days)**

If, for any reason you decide to cancel your booking within 14 days of submitting your booking (Deadline for Agreement), CityBlock will refund your holding deposit to you. You will not be charged any fees.

## **4. Cancellations after the Deadline for Agreement (14 days)**

If, for any reason you decide to cancel your room after 14 days of submitting your booking (Deadline for Agreement), the holding deposit will be retained by CityBlock to cover administrative and marketing costs incurred and no refund will be due to you.

## 5. Cancellations after signing the Tenancy Agreement

If, for any reason you decide to cancel your room after signing the Tenancy Agreement the following will apply depending on your circumstances:

### 5.1 Government Travel bans

If you secure your accommodation by signing your tenancy agreement and either your own or the UK Government impose a travel ban (which prevents you from leaving your country or travelling into the UK to take up your place at University), you can either:

- a) Request a rent reduction due to a Government travel ban:** You can request a rent reduction should either the British Government or your own Government impose a travel ban that prevents you from leaving your country or travelling into the UK.

The reduction will be calculated from the nearest Saturday (Durham & Reading) or Sunday (Lancaster) to the first day of the month in which the restrictions are lifted and you are able to leave your country and travel into the UK. This request must be submitted in writing by email to [info@cityblock.co.uk](mailto:info@cityblock.co.uk) or to the relevant site Lettings Office and needs to be received by us as soon as possible but no later than 48 hours prior to the tenancy start date. Sufficient evidence, including an official government statement of the travel ban that prevents you from leaving your country or travelling into the UK, must be provided. If your evidence is accepted, we will apply a rent reduction to your final rent instalment. We will then send you written confirmation of the details of the credit that will be applied to your account.

- b) Request to cancel the Tenancy due to no longer attending University as result of a Government travel ban:** If a Government Travel ban prevents you from leaving your country or travelling into the UK and you are no longer able to attend University and have to request to cancel your Tenancy, you will need to submit TWO pieces of official written evidence. The evidence must include a letter from the University confirming that you have cancelled your studies and will not be enrolled as a student at the University for the 21/22 academic year, as well as the relevant official Government directive that you cannot leave your country or travel into the UK.

This must be submitted in writing by email to [info@cityblock.co.uk](mailto:info@cityblock.co.uk) or to the relevant site Lettings Office and needs to be received by us as soon as possible but no later than 48 hours prior, to the tenancy start date. If clear evidence: a letter or official communication from the university and official proof of a Government travel ban is provided and accepted, you will be eligible for release from the tenancy agreement and the full deposit will be returned. No fees will be charged.

## **5.2 Your Placement has been cancelled**

If your placement has been cancelled by the institution or company that was offering it and you would like to request to cancel your Tenancy with CityBlock as a result, you will need to submit official written evidence provided by the institution or company where you were going on placement, or a letter from the University confirming that you are no longer going on a placement and the reasons why.

This must be submitted in writing by email to [info@cityblock.co.uk](mailto:info@cityblock.co.uk) or to the relevant site Lettings Office and needs to be received by us as soon as possible but no later than 48 hours prior, to the tenancy start date. If clear evidence is provided and accepted, you will be eligible for release from the tenancy agreement and the full deposit will be returned. No fees will be charged.

## **5.3 Change of Mind, accepted onto a placement, booked alternative accommodation, failed exams etc.**

If, for reasons such as but not limited to, change of mind, accepted onto a placement, booked alternative accommodation, failed exams, you decide to cancel your booking after signing the appropriate Tenancy Agreement, you will have to pay the full rent due under your Tenancy Agreement until the end of your contracted time regardless of the time you move out of your accommodation.

The exception to this is if a suitable replacement tenant is found for your Room (suitability decision is at CityBlock's discretion). You are responsible for finding a replacement tenant to

take over your room. CityBlock will help and support you on the search for a replacement tenant; however, the responsibility lies with you.

If a replacement tenant is found for your Room, CityBlock will release you from your obligations once we receive the replacement tenant's signed Tenancy Agreement and rent payment.

You will be liable for any rent owed until the start date of the replacement tenant's Tenancy Agreement. Additionally, you will incur an Early Termination Fee of £100.00 as stipulated in your Tenancy Agreement, which CityBlock will use to cover administrative and marketing costs incurred together with the costs of preparing the room for the replacement tenant.

CityBlock will refund your Tenancy Deposit once the Early Termination Fee and any outstanding rent or invoices are settled.

#### **5.4 Illness**

If you wish to cancel your tenancy due to Covid-related illness, this will be assessed on a case-by-case basis. The request to cancel must be submitted in writing by email to [info@cityblock.co.uk](mailto:info@cityblock.co.uk) or to the relevant site Lettings Office, together with any documentation supporting the reasons for the request. Until a decision is made you will remain liable for all rent. If a tenancy release is not granted, you will be required to find a replacement person before you are released from your tenancy. If you are granted a tenancy release, you will be liable for any rent owed until the agreed release date. Additionally, you will incur an Early Termination Fee of £100.00 as stipulated in your Tenancy Agreement, which CityBlock will use to cover administrative and marketing costs incurred together with the costs of preparing the room for any replacement tenant.

#### **6. Pre-fresher**

If you would like to cancel your accommodation because you are a prospective first year undergraduate student and your offer of a place at your preferred University/Higher Education Institution is withdrawn by the University/Higher Education Institution as a result of you not

achieving their required entry grades you will need to let us know in writing either by email to [info@cityblock.co.uk](mailto:info@cityblock.co.uk) or by letter to the relevant site Lettings Office and provide a copy of:

- a written rejection letter from your chosen university/college or UCAS or
- a screen shot of your UCAS status which confirms that the required results were not achieved

These document(s) must be received by us within 7 calendar days from the date your results are published. On receipt of the required documentation it will be verified and, provided we are satisfied, your tenancy deposit will be refunded and your Tenancy Agreement will no longer be binding.

## **7. Disclaimer**

This policy will be reviewed and updated regularly in line with current government directives and guidance. Previous versions of this policy are available upon request. Any decisions regarding this policy are at the management agency's discretion and are final.