



### What do I do if I have been allocated a room but I no longer want it?

We understand that you may change your mind about requiring accommodation on campus. All cancellations must be submitted to the Allocations team using the online cancellation request form at <http://accom.brunel.ac.uk/apply>. All students will have seven days (the Initial Seven Day Period) from the payment date of their deposit (the payment date is counted as the first day) to cancel an allocation/room offer and receive a full refund of the deposit (provided the Licence Agreement does not begin within this seven day period).

After the seven-day cancellation period the following single and studio accommodation cancellation charges will apply:

- By 3 July 2023: £100;
- By 21 August 2023: £200;
- From 22 August 2023 the full deposit of £350 (or £450 for studio flats) will be retained by the University to cover the additional administrative expenses incurred in finding a replacement and processing their documentation.

All students from 22 August 2023 will be charged the deposit £350 (single room) charge or £450 (Studio/Flats). The deposit is non-refundable and will be retained by the University to cover the Replacement Cost charge. This includes students attending a University formal placement.

Please note: The above room cancellation charges only apply to new students once they have been offered and paid a deposit for a campus room.

### How can I make sure the Allocations team has received my Licence Agreement?

Once you have accepted your Licence Agreement online you will immediately receive a confirmation email from the Allocations team. You can check the date we received your Licence Agreement by visiting the Student Living Hub at <http://accom.brunel.ac.uk/apply>. If you have not received confirmation that we have received your accepted Licence Agreement please check your account in the Student Living Hub.

### How can I make sure you have received my deposit?

If you have paid your deposit online you will receive a confirmation email from the online payment provider (Capita). You can also check online at <http://accom.brunel.ac.uk/apply>. If we do not receive your deposit we will be in contact with you. Please note that online payments can take up to four days (if paid during a weekend) to reach your account with Brunel University London. If you have paid your deposit by telephone to the Income Office it will reach your Brunel University online

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