

Cancellation Policy

King's Residences

We hope you are enjoying your accommodation, but we know that circumstances can change. You are bound by the contract you signed, but if you want to cancel before you arrive, swap your room, book extra accommodation during the vacation, or arrive early here is a guide on what to do.

1. Cancellation before contract start date

Students can request to cancel their booking through the [Accommodation Portal](#) before the contract start date. Liability to rent is determined based on key cancellation date thresholds:

1.1 If cancellations are requested by 23:59 on 9th June 2023 (UK time zone), no rental charges and a full refund of £450 rent pre-payment applies.

1.2. If cancellations are requested after 23:59 on 9th June 2023 (UK time zone) and before the contract start date, no rental charges apply but the £450 rent pre-payment will not be refunded.

2. Cancellation on or after contract start date

Students who wish to cancel their booking on or after the contract start date need to contact King's Residences by email kingsresidences@kcl.ac.uk.

2.1 Students who have not moved into the residences and no longer need student accommodation due to no longer studying at King's College London, the £450 rent pre-payment will be refunded. Proof of study status required.

2.2 Students who have moved into the residences but no longer need student accommodation as a result of withdrawal/interruption from the university, will be liable for rent fees until the next Saturday of your check out date or withdrawal/interruption confirmation date (whichever comes last). The students are only allowed to stay for a maximum of 2 weeks from the date of the withdrawal/interruption confirmation. Proof of withdrawal/interruption required.

2.3 Students who are living in the residences and made other accommodation arrangements outside of King's Residences, but still studying at King's College London, will remain liable for rent fees.

The student will be responsible for finding a replacement occupier who has been approved by the King's Residences team (at our absolute discretion) and who is not already in one of King's Residences to take up the remainder of the licence agreement. If a suitable replacement is found, fees will be adjusted accordingly after the contact transfer process.

Please see more information on how to transfer your room on <https://www.kcl.ac.uk/accommodation/living-with-us/contract-change#contensis> and refer to our Room Transfer Process Document.

2.4 Students who have not moved into the residences, we can cancel your booking before you move into your room immediately. If you do not move into your room after the Term Start Date and despite making reasonable efforts to contact you by email or phone, you have not responded to us within **one day** of your booked arrival slot, the £450 rent pre-payment will not be refunded and 4 weeks rent charge will be applied.

If a suitable replacement is found within 4 weeks, late cancellation fees will be adjusted accordingly after the contact transfer process. The student will be responsible for finding a replacement occupier who has been approved by the King's Residences team (at our absolute discretion) and who is not already in one of King's Residences to take up the remainder of the licence agreement.

Please see more information on how to transfer your room on page <https://www.kcl.ac.uk/accommodation/living-with-us/contract-change#contensis>

3. Early Termination Request

After contract start date and after moving into the residences, if you wish to terminate your contract, please refer to our Early Termination Policy.

4. Automatic cancellations

4.1 If you do not meet the entry criteria for King's College London, the booking will be automatically cancelled, and you will receive the £450 rent pre-payment refund if paid.

4.2 Applicants who fail to meet the criteria for the course that they applied to and subsequently are offered a place on another course will need to contact kingsresidences@kcl.ac.uk to have their application reinstated subject to availability or to secure a new room.

4.3 If King's College London withdraws your academic place, your room will be automatically cancelled. In this case, the £450 rent pre-payment will be refunded, and you will not be liable for any accommodation fees.

4.4 If you reject your academic place prior to the start of term, your room will be automatically cancelled. In this case, the £450 pre-payment will be refunded, and you will not be liable for any accommodation fees.

5. Exceptions

Applicants impacted by unforeseen travel impediments, such as visa delays or UK Government advice must contact the Allocations Team to discuss any alterations to their License Agreement. Refunds of pre-payments and liability for late cancellation fees will be reviewed in line with any details provided.

6. Oversubscription

On occasions, a room might not be ready to occupy at the start of the Period of Residence. If that happens to you, we will provide you with reasonably suitable alternative accommodation until the room is ready for you. As long as the alternative accommodation is of similar quality to the room, you must accept the alternative room. If we cannot offer you a reasonably suitable alternative room, you may terminate your contract by giving us notice by email to kingsresidences@kcl.ac.uk.

7. KAAS "On Hold" booking cancellation.

Students whose KAAS application has been placed 'On Hold' will be granted access to book standard rate bedrooms, provided they also pay the £450 rent pre-payment. After 9th June 2023, On Hold students may be given the opportunity to book a KAAS room should rooms become available.

7.1 If a KAAS 'On Hold' student with a standard rate booking wishes to cancel the booking and have the £450 rent pre-payment refunded, they must submit a cancellation request before **23:59 on Friday 30th June 2023** (UK Time Zone).

7.2 The £450 rent pre-payment will not be refunded for any cancellations after **23:59 on Friday, 30th June 2023** (UK Time Zone).

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