



## King's Residences Cancellation Policy

<b>Policy Category:</b>	Residences
<b>Subject:</b>	King's Residence Cancellation Policy
<b>Approving Authority:</b>	
<b>Responsible Officer:</b>	
<b>Responsible Office:</b>	Estates and Facilities – King's Residences
<b>Related College Procedures</b>	King's Residences Accommodation Transfer Process <a href="https://www.kcl.ac.uk/accommodation/living-with-us/contract-change">https://www.kcl.ac.uk/accommodation/living-with-us/contract-change</a>
<b>Related College Policies:</b>	King's Residences Accommodation Policy <a href="https://www.kcl.ac.uk/policyhub/residences-accommodation-policy">https://www.kcl.ac.uk/policyhub/residences-accommodation-policy</a> King's Residences Accommodation Licence <a href="https://www.kcl.ac.uk/policyhub/residences-licence-agreement">https://www.kcl.ac.uk/policyhub/residences-licence-agreement</a> King's Residences Accommodation Early Termination Policy <a href="https://www.kcl.ac.uk/accommodation/living-with-us/contract-change">https://www.kcl.ac.uk/accommodation/living-with-us/contract-change</a>
<b>Effective Date:</b>	1 <sup>st</sup> March 2024
<b>Last Review:</b>	14 <sup>th</sup> January 2025
<b>Next Review:</b>	February 2026

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### I. Purpose & Scope

The purpose of this policy is to:

- provide students with the options regarding cancellation of accommodation bookings.
- detail the liability of the students dependent on when they cancel, if their licence has begun and their student status.
- confirm any actions required by the student after the cancellation request.
- the circumstances where Kings Residences will have the option to cancel a student's accommodation booking.

### II. Policy

When students accept accommodation, they are bound by the contract they signed. However, we understand that circumstances can change. This information below will detail the circumstances in which students may cancel their accommodation and the liability attached depending on the time and reason for cancellations.

## 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 the following cancellation date thresholds:

1.1 If cancellations are requested **by 23:59 on 30 May 2025** (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 30 May 2025** (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](mailto: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 not studying is required to be sent to King's Residences.

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 to be sent to King's Residences.

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 [Contract change | King's Accommodation | King's College London \(kcl.ac.uk\)](#) and refer to our Room Transfer Process Document.

2.4 If You do not show up on the Licence Start Date or during Your booked arrival slot, and you are remaining a registered student at Kings College you will remain liable to pay for your accommodation for your full licence period regardless of whether you move into your room or not.

It will become your responsibility to find 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 [Contract change | King's Accommodation | King's College London \(kcl.ac.uk\)](#)

2.5 We can cancel this Agreement before You move into Your Room immediately, if You do not move into Your Room after the Licence Start Date and/or during Your booked arrival slot and despite making reasonable efforts to contact You by email or phone, You have not responded to

Us within one week of Your arrival slot. You will remain liable for any rental fee in accordance with the Cancellation terms laid down in this document.

Please see more information on how to transfer your room on page [Contract change | King's Accommodation | King's College London \(kcl.ac.uk\)](#)

### **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](mailto: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 by emailing [kingsresidences@kcl.ac.uk](mailto:kingsresidences@kcl.ac.uk) to discuss any alterations to their License Agreement.

**Cancellation requests will be processed in line with the terms of this policy.**

### **6. Requirement to Relocate**

On occasions it may be required for King's Residences to move students to alternative accommodation. Please see your [Licence Agreement](#) for full details on our rights to relocate you.

This may be required due to, but not limited to:

- Demand has resulted in oversubscription.
- Works are required to make the Room or residence fit for occupation.
- Where the period of residence includes vacation periods and residences are not fully occupied.
- On occasions, a room might not be ready to occupy at the start of the Period of Residence.
- An unexpected event arises outside of our control.
- It is necessary to move you to protect yours or others wellbeing.
- It is necessary to move you to prevent damage to the room.

If you are required to move, you will be given written notice including the new location and date to relocate. If the alternative accommodation is not satisfactory to you (acting reasonably), you may terminate your licence agreement by giving us notice by email to [kingsresidences@kcl.ac.uk](mailto:kingsresidences@kcl.ac.uk) within 7 days of being provided the notice to relocate.