



# Terms and Conditions of Booking - Highlight Thomas Street

## Booking Fee

Update 17th August - Delay when you pay until you stay

You have up to 48 hours before check in to pay both the deposit & 1st instalment.

## Bookings Made on or After 10<sup>th</sup> June 2020

Your Booking Fee and first rent instalment are due by the 9th August 2020. Payments can be made online using the secure payment system, RBS World Pay.

Your Booking Fee converts to a Damage Deposit once your tenancy commences and is refundable at the end of your tenancy, less any deductions for damage or charges due.

## Bookings Made Prior to 10<sup>th</sup> June 2020

The €300 booking fee is due on completion of the booking. Your Booking Fee converts to a Damage Deposit once your tenancy commences and is refundable at the end of your tenancy, less any deductions for damage or charges due.

## Flexible Start Dates

We will amend your tenancy start date without penalties or additional costs in the event that your Higher Education Institution confirms in writing that they are postponing on-campus face-to-face teaching.

You will need to let us know by the 4<sup>th</sup> September if the start of your university is going to be delayed.

You can delay your move in date up to 4 January 2021 but no later than the Saturday before the start of your University's welcome week. All tenancies begin on a Saturday.

You must provide evidence from your University regarding the delayed start date. For example, if your University has delayed its start date to 5 October 2020, with welcome week beginning 28 September 2020, and you can provide proof from the University of this delay, you are eligible to move your tenancy start date to no later than Saturday, 26 September 2020.

If your Higher Education Institution is due to start on time, the tenancy start date is 5 September 2020 for Highlight Parkgate.

## Payment Due Dates

Alternate payment plans are available with the option to pay in either 2, 4 or 8 instalments. The first instalment is due on the 9th August 2020 and all subsequent payments dates can be found on your licence agreement.

## Full Payment Discount

You can receive a 2% discount for paying your total annual rent prior to the tenancy start date. This option will be made available to you when you make your first instalment payment via the online portal. The discount will then be applied to your balance and will be reflected in your account. This offer does not apply to semester/summer lets.

## Monthly Payment Plans

Monthly payment plans are available only to students who can demonstrate that they receive a monthly bursary.

## Cancellation

If you book online up to the 5<sup>th</sup> of August without seeing the accommodation first we operate a 72 hour "Cooling Off" period whereby you may cancel your booking within 72 hours of paying your Deposit. You may apply to cancel your booking in writing or via email to the Residence Manager at your chosen residence at any



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time during the 72 hours after you have paid your Deposit. Once we have received this cancellation in writing, we will confirm the cancellation, refund your full deposit of €300 back to you, and the Licence will be terminated.

Outside of the 3 day cooling off period and prior to 5th August 2020, you may apply to cancel your booking in writing or via email to the Residence Manager. Once we have received your cancellation in writing we will confirm the cancellation, retain €50 from your deposit to cover our administrative costs, refund the remaining €250 of the deposit to you, and the License will terminate.

If you cancel your booking after the 5<sup>th</sup> of August your booking deposit of €300.00 will not be refunded. If you are not successful in obtaining your place at your chosen University then don't worry, we can help. We will consider releasing you from your License provided the following criteria are met: You submit your request to cancel in writing or email to the Residence Manager at your chosen residence on or before the 21st August 2020, with the following supporting documents: A copy of your rejection letter from the University  
Once we have this, we will confirm receipt of your request to cancel and refund your deposit of €300 back to you and any advance room fee payments.

### **Covid-19 Cancellation Policy**

If you are not able to travel to Dublin due to Covid-19 related travel restrictions, you may cancel your tenancy agreement with no repercussions up to 48 hours before your move in date. Your deposit and first rent installment, both of which are due on or before 9 August 2020, will be refunded in full.

You must provide evidence of travel restrictions from the World Health Organisation or Government of country of origin.

If your course has been cancelled or moved entirely online due to Covid-19, you may cancel your tenancy agreement with no repercussions up to 48 hours before your move in date. Your deposit and first rent installment, both of which are due on or before 9 August 2020, will be refunded in full.

You must provide evidence from your Higher Education Institution. This cancellation policy is not available if only a portion of your courses have been moved online, it must be the entire course.

If you are not able to provide evidence of either of the above, our standard cancellation policies apply. See the FAQ section of our website for more detail.

### **Room Changes**

If you wish to change rooms after the start of the Licence to Reside a €50 administration fee will be payable.

### **Licence To Reside**

You can view a sample Licence to Reside on your chosen location's page of the website. Once you have signed the Licence to Reside you are legally bound to pay the rent in full even if you do not move into the property or leave the property early.