

URBANEST



UGUARANTEE POLICY



NO VISA?



NO UNIVERSITY PLACEMENT?



NO COST!



The urbanest uGuarantee provides peace of mind and no financial hardship to students via the refund of any upfront deposit paid to urbanest if a student fails to secure a visa or a university admissions placement for study within Australia.

CANCELLATION OF A BOOKING DUE TO NO VISA

Prior to lease commencing

A customer can cancel an agreement without penalty if they do not receive a visa to study in Australia prior to their lease commencing.

After the commencement date of a lease

A customer can cancel an agreement without penalty if they do not receive their visa to study in Australia up to and including the first 14 days of their lease agreement. After this time, urbanest reserves the right to recover reasonable costs for agreement cancellation and early termination from advanced rent or bond payments (including but not limited to cleaning, advertising, administration costs and loss of rent) until the room is re-let.

How to cancel if you do not receive a visa

To request a cancellation under the uGuarantee Policy a written letter must be submitted to the urbanest property at which your booking is held within 72 hours of you receiving notification from the Department of Immigration and Border Protection (DIBP) that you have been refused a visa. A copy of the refusal notice issued by the DIBP should accompany your request for cancellation. The manager of the property will consider your request for cancellation and advise you whether your request has been accepted under the terms of the uGuarantee Policy. Their decision is final. Due to all bonds being lodged with the relevant state authority the time it takes for you to receive your bond refund is not determined by urbanest. Any advance rent paid to urbanest as part of your deposit will be refunded within 14 days.

Deferment of a booking due to late receipt of a visa after commencement date of a lease

A customer can defer their lease with urbanest due to late receipt of their visa which results in them needing to postpone the commencement date of their university course. urbanest will transfer the students lease commencement date and all booking conditions and costs will remain as per the original agreement.

CANCELLATION OF A BOOKING DUE TO NO UNIVERSITY PLACEMENT

Prior to lease commencing

A customer can cancel an agreement without penalty if they do not receive a placement to study at a university in Australia prior to their lease commencing.

After commencement date of a lease

If applicable, a customer can cancel an agreement without penalty if they do not receive a placement to study at a university in Australia for the semester corresponding to the dates of their urbanest leasing agreement after the date of the lease commencing.

How to cancel if you do not receive a university place

To request a cancellation under the uGuarantee Policy a written letter must be submitted to the urbanest property at which your booking is held within 72 hours of you receiving notification from your relevant institution that you have not been accepted into that university. Supporting documentation from the tertiary admissions centre should accompany your request for cancellation. The manager of the property will consider your request for cancellation and advise you whether your request has been accepted under the terms of the uGuarantee Policy. Their decision is final. Due to all bonds being lodged with the relevant state authority the time it takes for you to receive your bond refund is not determined by urbanest. Any advance rent paid to urbanest as part of your deposit will be refunded within 14 days.

URBANEST

urbanest
student accommodation

UGUARANTEE 保证政策



没有签证?



没有被大学录取?



无费用!



如果你因为没有获得签证或没有被大学录取而不能在澳大利亚上学，urbanest的uGuarantee保证政策可以退还你已经预付给urbanest的订金，确保你不会陷入财务困境，同时为你带来一份安心。

因没有获得签证而取消宿舍预订

租约正式生效之前

在租约正式生效之前，客户如果因没有获得签证而无法在澳大利亚上学，可以取消租约而无需支付赔偿金。

租约正式生效之后

客户如果因没有获得签证而无法在澳大利亚上学，可以在租约生效日起首14天内取消租约而无需支付赔偿金。这段时期之后取消的，urbanest则有权收取直至宿舍得到重新出租之前因为租约取消和提早终止租约所涉及的相关合理费用。这些费用（包括但不限于清洁费、广告费、管理费和租金损失）将从预交的租金或押金中扣除。

如果你没有获得签证，如何取消租约？

根据uGuarantee保证政策规定，你必须在收到移民及边境保护部（Department of Immigration and Border Protection - DIBP）向你发出签证拒签通知之后72小时内以书面方式通知你已预订了宿舍的urbanest公寓管理处，要求取消租约。你必须在要求取消租约的信函中附上DIBP发出的拒签通知复印件。宿舍公寓经理将会考虑你提出取消租约的要求，并告知你的要求根据uGuarantee保证政策是否予以接受。宿舍公寓经理有最后决定权。由于你支付的押金已经按规定交由州相关部门保存管理，urbanest无权决定你需要等候多长时间才能收到退还的押金。如果你在支付订金时也向urbanest预付了部分租金，这些费用将会在14天内退还给你。

租约正式生效之后，由于签证延误而需要推延租约起始日

客户如果因为签证延误而导致必须推迟开始入读大学的日期，可要求推延租约开始日期。urbanest会将学生的租约转为一个新的开始日期，所有预订条件以及价格与原租约相同。

因没有被大学录取而取消宿舍预订

租约正式生效之前

在租约正式生效之前，客户如果因没有被大学录取而无法在澳大利亚上学，可以取消租约而无需支付赔偿金。

租约正式生效之后

在适用情况下，客户如果因没有被大学录取而无法在澳大利亚上学，同时无法上学的学期是学生的urbanest租约正式生效之后的日期，客户可以要求取消租约而无需支付赔偿金。

如果你没有被大学录取，如何取消租约？

根据uGuarantee保证政策规定，你必须在收到相关院校通知你没有被录取之后72小时内以书面方式通知你已预订了宿舍的urbanest公寓管理处，要求取消租约。你必须在取消租约的信函中附上相关院校的文件。宿舍公寓经理将会考虑你提出取消租约的要求，并告知你的要求根据uGuarantee保证政策是否予以接受。宿舍公寓经理有最后决定权。由于你支付的押金已经按规定交由州相关部门保存管理，urbanest无权决定你需要等候多长时间才能收到退还的押金。如果你在支付订金时也向urbanest预付了部分租金，这些预付租金将会在14天内退还给你。