

Our uGuarantee Policy

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.