

# PEACE OF MIND

We understand that students have lots of important things to focus on, so especially during these uncertain times, Urbanest are here to help make life less stressful. We have put together a deferral and cancellation policy for new bookings commencing in Semester 1, 2022 that provides flexibility if you are currently outside of Australia and impacted by COVID-19. This means you can secure your new home now, with peace of mind that you can change or cancel your new booking without any financial impact\*.

## DEFERRAL

If you have a booking and are not able to arrive in Australia because of COVID-19, you can defer your contract to the following semester. The same terms of the original booking will carry forward to the new semester booking, including the type of room you booked and even the same weekly rent.

## CANCELLATION

If you need to cancel your booking with us for one of the reasons detailed below, all you need to do is email us no less than 14 days before your contract start date and we will cancel your booking and provide a full refund of any fees paid.

We will provide flexibility to defer or cancel if you are impacted by any of the below reasons, all you need to do is provide supporting documentation:

- **Visa Denied**

If your visa application is rejected or the visa centre remains closed in your respective country.

- **Flight Cancellation/Travel Ban**

If your scheduled flight is cancelled and an alternate flight is not available, or if there is a travel ban preventing travel from your country of origin or in Australia preventing you from arrival.

- **Intake Delay of University/Education provider**

If the start date of your course has been postponed to a later date or semester, or the university does not offer face-to-face learning.

## Let us help you plan your bright future with us at Urbanest

*\*Our above Deferral and Cancellation Policy is only available to new students with a booking commencing in Semester 1, 2022 who have not previously stayed with us at one of our Scape Group properties and are currently located outside of Australia. Please note that once your contract commences, this policy no longer applies. This policy relates to individual bookings only; group bookings are not subject to the same terms and conditions. Please note this is applicable to all Urbanest properties excluding Melbourne Central, Cleveland Street and South Bank. For students currently in Australia, please refer to Urbanest's Standard Cancellation Policy. Should you need to delay your arrival by more than 14 days we may need to relocate your booking to an alternate property within The Scape Group portfolio in close proximity to your current building. Don't worry, we will certainly be in touch to advise you of any changes and will honour the same room type and weekly rental rate. For any additional cancellation reasons not covered in the above clauses, please contact us at [enquiries@urbanest.com.au](mailto:enquiries@urbanest.com.au) to discuss further.*

**URBANEST**  
We're for students