



## Cancellation Policy 2026/2027

### Formation of Contract

When an offer of accommodation or car parking is accepted - either online with an electronic signature or by email acceptance of the Residence Agreement - a legal contract is formed, and all parties are bound by its terms for the full duration of the contracted period.

### Cancellation prior to the contract start date

#### Rooms

- Once the room offer has been accepted and confirmed, and prior to the contract start date, applicants may only request to terminate the contract if they do not, or are unable to, take up their studies. Requests to terminate a contract because alternative accommodation has been obtained cannot not be accepted.
- If agreement is reached by the Accommodation Team to cancel the room offer before the contract start date, any advanced rent payment made will be refunded usually within 4 weeks.

#### Parking

- If agreement is reached by the Accommodation Team to cancel car parking before the contract start date, any payment made will be refunded usually within 4 weeks.

### Cancellation after the contract start date

#### Rooms

- Once the contract start date has passed, no requests to terminate the contract will be considered, except in the following circumstances:
  - Withdrawal from the course of study (a four week notice period will apply).
  - Exceptional circumstances significantly impacting the resident's ability to remain in accommodation.

All requests to terminate a contract must be put in writing to the Accommodation Team at [accommodation@solent.ac.uk](mailto:accommodation@solent.ac.uk). Further guidance on early release from contract can be found [here](#):

<https://students.solent.ac.uk/official-documents/estates-and-facilities/early-release-from-accommodation-guidelines.pdf>

Requests must include supporting evidence, such as:

- Communication from the Student Hub, Admissions, or student Registry that the student is withdrawing or suspending their studies.

- For medical grounds, a letter from a GP confirming the condition and supporting release from contract.
- Evidence of engagement with university support services to demonstrate all avenues have been exhausted before requesting cancellation.

Where the student has not taken occupancy, agreement must be reached with the Accommodation Team to cancel the room offer. A £150.00 cancellation fee will be retained from the advanced rent payment. Additional residence fees will apply if the cancellation request and supporting evidence are received after 1 October.

### **Parking**

If agreement is reached by the Accommodation Team to cancel car parking after the contract start date, the following terms apply:

- Permit returned to the Reshub before the start of Term 2 (January): Term 1 fee charged; any overpayment refunded.
- Permit returned to the Reshub before the start of Term 3 (April): Term 1 and 2 fees charged; any overpayment refunded.
- Permit returned to the Reshub after the start of Term 3: Full year's car parking fee charged.

All requests must be submitted in writing to the Accommodation Team at [accommodation@solent.ac.uk](mailto:accommodation@solent.ac.uk).