



## REALLY LOVELY ROOMS REFUNDS POLICY

### **Short Stay Houses – Pay Weekly Houses – Refund policy**

Accommodation in these houses is made available for an initial period of 1 week and then can be extended by paying either weekly or four weekly. Note: the four weekly payment does not incur a surcharge. Payments for 1-3 weeks incur a £10 per week surcharge

### **£60 Advanced payment:**

- A £60 advance payment is taken to secure the initial booking. This payment is taken by card and **is non-refundable**.
- When you move into the property, this amount is taken off the weekly room rate and the remaining balance is taken by card within 24 hours of arrival.
- Once the remaining balance is paid, this sum is also **non-refundable**.

### **Weekly payments**

- Payments that are made for 1 week only are **non refundable**. Even if you cancel this booking prior to the week commencing or prior to your arrival.

### **Block bookings:**

- Block bookings of 2 weeks or more are subject to a **partial refund** if cancelled by the sharer.
- The first week of the block booking is always **non-refundable**.
- Any weeks after the first week, that have not commenced (weeks commence on a Sunday) will be **refunded at a rate of 50%**.
- If you have commenced that week, still occupying the room, it will be **non refundable**.
- If you cancel a block booking, before the block booking starts, the first week is **non-refundable**, but the remaining weeks will be **refunded in full**.
- Monthly pro rata payments are also considered block bookings.

### ***Example booking:***

*You make a 4 week block booking. Your room rate is £215 / week (£860 for four weeks).*

*You decide after 9 days that you would like to vacate and cancel the remainder of your block booking.*

*You have already stayed the first week, and are already 2 days into the second week of your four week booking.*

*So weeks 3 and 4 will be refunded to you at 50% (of £215/week) so £107.50 per week will be refunded.*

### **Time frame for refund:**

Any room rate refunds that have been agreed between the company and the sharer, we aim to refund within 14 days.

### **Students on yearly contracts / fixed terms of 3 months or more - Refund policy**

#### **Rent refunds:**

- Rent already paid is **non-refundable**, even if you decide to vacate part way through a month / semester.
- If a replacement tenant is found to take over your room, any rent you have already paid from their start date, will be refunded, subject to a 2 week payment penalty.
- Please view your specific contract for more information on charges.

#### **Deposit returns:**

- Tenant deposits are protected in the government registered scheme My Deposits
- Tenant deposits are returned in full at the end of the contract with no deductions (unless deliberate damage or a breach of Terms and conditions is found).
- If any deductions are proposed, you will have the opportunity to dispute this through My deposits, who act as an independent dispute resolution service.

#### **Time frame for refund:**

Deposits will be returned within 10 days of you vacating the property, however we do aim to process this more quickly. Any rental refunds will be refunded within 14 days.

#### **Further information:**

#### **Cancellations made by the company (Really Lovely Rooms):**

- **Cancellations made by the company** are subject to be refunded in full.
- **That includes** £60 advanced payments, weekly payments, and block bookings.
- **This does not include** weeks / days that have already commenced, it is for future dates only.
- **Reasons for the company cancelling your booking may be, but not limited to,** if the room you have booked is no longer available, or if we decide you are not suitable for shared accommodation.

#### **Eligibility for Refunds**

- **Refund Requests:** Refunds can only be requested during your stay, not after you have vacated. This is due to rooms being let quickly and we may not have the ability to fairly investigate your request after you have vacated as the room may already be occupied.
- **Refund Request Submission:** All refund requests must be made in writing to [info@reallylovelyrooms.co.uk](mailto:info@reallylovelyrooms.co.uk). Requests will not be processed unless they are submitted in writing.
- **Cancellations** can be requested prior to the start of occupancy.

#### **Refund Criteria**

- **Discretionary Refunds:** Refunds are granted at our **sole discretion**. If a tenant is not satisfied with their room, we will review the situation and determine whether a refund is applicable. This may include evaluating the condition of the room, any issues raised, or any other factors we deem relevant. If you find your room to be damaged or unsatisfactory at the time of check-in, please inform us immediately. We will assess the situation and may be able to offer alternative accommodation at our discretion.

### **Refund Method**

- Refunds will be processed via **bank transfer** to the account details provided by the tenant. Refunds will generally be processed within **7-14 days** after approval.

### **Special Considerations**

- We reserve the right to deny refunds in cases where tenants violate the terms of their rental agreement or engage in inappropriate conduct.

### **Transactions:**

- If you are an international tenant, please ensure you understand any additional costs or regulations that may apply to your refund request, including potential delays due to international bank transfers as well as conversion rates.
- We generally do not process refund transactions via Paypal or Sage Pay as this can incur additional costs / time delays.
- Really Lovely rooms do not apply additional fees for processing a refund transaction.

### **Contact Us**

For any questions or to submit a refund request, please contact us at:

- Email: [info@reallylovelyrooms.co.uk](mailto:info@reallylovelyrooms.co.uk)
- Phone: 0117 322 4904