

Student Accommodation Cancellation Guidelines

Version	1.0
TRIM file number	
Short description	Guidelines on cancelling full time accommodation packages
Relevant to	Students, Residence Life Staff
Approved by	This Guideline has been approved by Director, Residence Life, in accordance with the Policy on Delegations and Authorisations - Delegation Schedule 1, GOV10.
Responsible officer	Manager, Administration, Business Systems and Process
Responsible office	Residence Life
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Date(s) modified	
Next scheduled review date	July 2014
Related University documents	Residence Life Code of Conduct, Residential Agreement
Related legislation	
Key words	Account, finance, payment, direct debit, bank, schedule, cancellation, vacate

1. PURPOSE

These guidelines describe the rules surrounding cancellation of full time accommodation. It is utilised in addition to the [Residential Agreement](#) for clarification of rules surrounding differing cancellation scenarios.

2. TERM OF CONTRACT

The student shall undertake to remain in Residences for the full duration of the Package, which is the Commencement Date through to the Termination Date as specified in the Offer of Accommodation and as a requirement of section 2.3 of the [Residential Agreement](#).

3. FINANCIAL COMMITMENT

- 3.1 Any student upon taking up residency will be liable for the payment of the **full session's fees** relevant to their package and is required to abide by the rules set out in Section 8 of the [Residential Agreement](#).
- 3.2 Any student who after accepting a place in the Residences then fails to take up their residency from the commencement of the session will have their place cancelled and will be liable for the payment of the full session's fees relevant to their package.
- 3.3 In the event that a resident fails to meet their commitment under Section 3, the University is empowered to take all reasonable steps to recover the amount owing including formal debt collection processes through the university debt collection process.

4. CANCELLATION OF ACCOMMODATION

- 4.1 To terminate residency, a student must give two week's via the online [Room Cancellation](#) form, during the approved teaching period, and attend an exit interview at the Residence Life Office.
- 4.2 If you accept an offer of accommodation and cancel at least fourteen (14) days prior to commencement of session, no Room Cancellation Fee is payable.
- 4.3 If you accept an offer of accommodation and cancel within 14 days of commencement of session, a Room Cancellation Fee is payable irrespective of whether occupation actually takes place.
- 4.4 If you accept an offer of accommodation and then cancel after the commencement of Session 1, you are liable for the full session's fees and the Room Cancellation Fee.
- 4.5 If you accept an offer of accommodation and then cancel after the commencement of Session 2, you are liable for the full session's fees.
- 4.6 Students who terminate their room in Session 1 to undertake compulsory practicum or internship requirements are liable for full session fees and the Room Cancellation Fee
- 4.7 Students who terminate their room in Session 2 to undertake compulsory practicum or internship requirements are liable for full session fees. Where

students have maintained two consecutive years occupancy in the Halls of Residence, a \$400 rebate will apply.

- 4.8 Any student in Residence in Session 1, who cancels their room for Session 2, must give two weeks' notice in writing, prior to the end of Session 1 and is liable for the Room Cancellation Fee.
- 4.9 To terminate residency, a student must give two week's notice in writing, prior to the end of session. Where a student qualifies for an exemption from full session fees, under clause a, b or c, the Room Cancellation Fee will apply.
- a. the student becomes no longer an enrolled student of the University; or
 - b. the University approves a change in the enrolment status of the student from on-campus to complete external studies, and the student resides more than 75 kilometres from their campus of residence; or
 - c. the University makes administrative changes which require the deferral of the student's enrolment to another session or year, or requires the student to take an approved Leave of Absence;

In relation to clauses d and e, to terminate residency, a student must give two week's notice in writing, prior to the end of session and will not incur the cancellation fee. Where students have not been in residence for one full session, the Room Cancellation Fee will apply.

- d. students who are studying at CSU on an international exchange program will be exempt from any penalty charge upon completion of their exchange period **providing they have been in the Halls of Residences for one full session**. Supporting documentation must be supplied; or
- e. students who are travelling abroad on student exchange or study abroad will be exempt from any penalty charge upon leaving to start their exchange program **providing they have been in the Halls of Residences for one full session**. Supporting documentation must be supplied.

In relation to students transferring from one CSU campus to another:

- f. students who are transferring campuses within CSU and remain living within residences will be charged the room transfer fee. Supporting documentation must be supplied; or

In relation to clause g, to terminate residency, a student must give two week's notice via the online [Room Cancellation](#) form, prior to the end of session. The room cancellation fee will apply.

- g. the student is able to substantiate altered and extenuating circumstances justifying their conclusion of their contract with the University by means of independent supporting documentation.

Any release of a student from their contractual obligation made in accordance with Section 4 will be subject to the approval of the Director.

5 TERMINATION OF RESIDENCY

Where the student has had their residency terminated pursuant to these rules; through being excluded; or, via the pay or vacate process; the student will still be liable for the payment of the full session's fees. The Room Cancellation Fee will also apply in accordance with section 5.7 of the Residential Agreement.

Table of amendments

Version number	Date	Short description of amendment