

Cancellation and Refund Policy

Thank you for using the University of Adelaide Student Accommodation portal. Please be aware of the following cancellation and refund policies.

The final step to securing a place in University managed student accommodation is to make a financial commitment by paying a \$500 deposit via the online payment gateway. This security deposit is refundable upon the successful completion of your term of residence.

Your use of the portal and payment of the deposit indicates that you have read, understood and agree to abide by the terms and conditions of making this payment, including the cancellation policy outlined below, and wish to proceed with the transaction under these terms.

Cancellation Policy

Once your payment is processed:

- a. In the event that you cancel your accommodation offer up to 14 days before the agreed Date of Arrival, a penalty of \$300 AUD will apply.
- b. In the event that you fail to proceed less than 14 days before the agreed

Date of Arrival, a penalty of \$500 will apply.

- c. In the event that you fail to proceed after the agreed Date of Arrival (i.e. Defaulting on the agreement) you will be charged a fee of \$25 AUD per day until your place is taken.

Security Deposit Refund

Please be advised that upon successful completion of your full term of residence the security deposit you pay through the online gateway will be refunded by one of the following methods:

- a. Security deposit paid within a 12 months, from the date of payment, will be refunded to the original credit card used.
- b. Security deposit paid more than the 12 months, from the date of payment, will be refunded to a valid Australian bank account*.

* Please note: Refunds to International bank accounts will incur a transaction fee of \$50 AUD

Further enquiries

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