

Optivo Students (part of Southern Housing)

Cancellation Policy 2026-27

1. Cooling-off period cancellations

- a. If the applicant hasn't already checked into their accommodation, all licence agreements will have a 7-day cooling-off period in which they can be terminated, beginning on the date the licence agreement has been signed.
- b. If the licence agreement is terminated within the cooling-off period the applicant's liability under the licence agreement will come to an end, but Optivo Students (now part of Southern Housing) retain a right to all or part of any payment made towards the first weeks rent if a replacement resident is not found before the original tenancy start date.

2. No visa cancellations

- a. International applicants whose licence agreements are signed on or before 21 August 2026 can terminate their licence agreement if they are unable to obtain a visa to study in the United Kingdom after having made reasonable efforts to obtain one.
- b. For licence agreements starting on 19 September 2026, the applicant must notify Optivo Students in writing no later than 21 August 2026 with their intention to terminate due to this reason.
- c. For licence agreements starting before 19 September 2026, the applicant must notify Optivo Students in writing no later than 28 days before their tenancy start date with their intention to terminate due to this reason.
- d. Evidence of failing to obtain the visa must accompany the notification to Optivo Students, to be verified by Optivo Students staff. This evidence may include but is not limited to:
 - i. An email from the visa issuing office.
- e. Once verified, the applicant's licence agreement will be terminated. If one weeks advanced rent has been paid, this will be refunded.

3. No university place cancellations

- a. Applicants in their 1st year of study whose licence agreements are signed on or before 21 August 2026 can terminate their licence agreement if their university place is withdrawn.
- b. For licence agreements starting on 19 September 2026, the applicant must notify Optivo Students in writing no later than 21 August 2026 with their intention to terminate due to this reason.

- c. For licence agreements starting before 19 September 2026, the applicant must notify Optivo Students in writing no later than 28 days before their tenancy start date with their intention to terminate due to this reason.
- d. Evidence of the university place being withdrawn provided by UCAS must accompany the notification to Optivo Students, to be verified by Optivo Students staff.
- e. Once verified, the applicant's licence agreement will be terminated. If one weeks advanced rent has been paid, this will be refunded.

4. Replacement tenants

- a. If a resident wishes to cancel their licence agreement, they can find a replacement tenant to cover the remaining length of the agreement.
 - i. Replacement tenants cannot be students that have already signed an agreement with Optivo Students for the 2026/27 academic year.
 - ii. Any special rates or discounts applied to the original agreement will not be transferred to the incoming student.
 - iii. The available rate at the time the incoming student submits their application will be applied.
- b. Agreements can only be transferred one time i.e., only from resident A to resident B. Not from resident A to resident B to resident C. Additional transfer requests will not be considered.
- c. Replacement tenants must be eligible students and apply online through the booking portal.
- d. Optivo Students will release the original resident from their licence agreement once the replacement tenant is fully signed up. This includes but is not limited to:
 - i. The new applicant has provided details of a guarantor (if applicable)
 - ii. The new applicant has completed a right to rent in the UK check with our partner NSL (if applicable).
 - iii. The existing resident has paid any outstanding rent up to the termination date.
 - iv. The new applicant has paid for any rent due for the period.
 - v. The new applicant has signed a licence agreement and checked into their accommodation.
- e. The onus is on the resident to find the replacement tenant, but Optivo Students will assist where possible.

5. Optivo Students rights

- a. Optivo Students reserve the right to terminate applications that have been assigned a room but that have not been completed within a specified time period.
- b. Optivo Students reserve the right to terminate duplicate applications or applications completed at multiple locations.
- c. Optivo Students reserve the right to terminate applications that have been completed online but have outstanding actions to complete. This includes but is not limited to:
 - i. Completing right to rent checks.
 - ii. Making any outstanding payments
 - iii. Submitting and confirming guarantor details