

Free Cancellation Policy

Have peace of mind with our Free Cancellation Policy.

This policy applies at the following UC Accommodation locations: Ilam Apartments.

Who is eligible?

You can secure your room for 2021 and rest easy knowing that you have the peace of mind to cancel your Residential Agreement for the following reasons:

You are unable to enter New Zealand due to Government travel restrictions

If you are an International Student that has not yet travelled to New Zealand and you are not able to enter the country due to Government travel restrictions in relation to COVID-19, you may cancel your Residential Agreement up to 14 days prior to the agreement start date.

Your campus is closed due to COVID-19

If your course does not resume teaching on campus, you may cancel your Residential Agreement up to 14 days prior to the agreement start date.

Your course is now only being offered online

If your course has moved to online-only teaching, you may cancel your Residential Agreement up to 14 days prior to the agreement start date. This policy does not apply if you have the option to take your course on campus but elect to take it online only.

You do not get accepted into the University

If you are a domestic first year student and you do not get accepted at the University you may cancel your Residential Agreement within 5 days of the offer release date.

You get accepted into a different University

If you are a domestic first year student and you get accepted at a different University you may cancel your Residential Agreement within 5 days of the offer being submitted to you.

You do not receive a Visa to study in New Zealand

If you are an International Student and you do not get your Visa, you may cancel your Resident Agreement within 5 days of receiving notification from Immigration New Zealand.

What do you need to do?

You will need to provide CLV in writing, the supporting official evidence demonstrating you meet the criteria within the timeframes outlined above. You will need to provide your supporting evidence to live.ilam@ucastudentvillage.co.nz including your full name, application number, email and phone number in your email.

Official supporting evidence is:

- Declined visa notification from Immigration New Zealand
- Official Government communication from either your Government or the New Zealand Government that you are unable to travel
- Official notice from the University that your course will not be taught on campus
- Official notice from the University that the University campus is closed
- Notice from the University that your application has not succeeded
- Notice from the University that you have been accepted into an alternative University

What happens when I cancel?

The initial fees, including the Administration Fee, Contingency Fee and Resident Association Fee will be paid back to you if you can provide any of the supporting evidence above.

Please note, the \$100 application fee paid to The University of Canterbury Accommodation Office for all first-time applicants is non-refundable. This application fee is paid to and held by the University, not Campus Living Villages.

Where will the Free Cancellation Policy not apply?

The policy will not apply where you have accepted a University Offer but you elect to defer or withdraw from your studies, or if you change your mind (for any reason) about where you would like to stay.

Need more help?

If you have an alternative form of official supporting evidence, your circumstances are different from any of the above scenarios or you are not sure if this policy applies to you, please contact your friendly Customer Contact Village team to discuss your individual circumstances and we will endeavour to support you as best we can.

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