

Cancellation Policy

Please be advised, if you choose to cancel your accommodation following payment of your initial fees and accepting your letter of offer, you will be entitled to a refund as per the stipulations outlined below;

1. Written notice of cancellation is provided **more than 28 days before the contract start date**, all initial fees paid are refundable except for the \$350 Administration Fee and \$55 Application Fee.
2. Written notice of cancellation is provided **less than the 28 days before your contract start date**, all fees are non-refundable. No refunds will be provided.

If travel restrictions due to COVID-19 impede on your ability to attend James Cook University, a full refund of the initial payments (excluding the Application Fee) will be made, when written notice of cancellation is received up to 7 days prior to your contract start date and supporting documentation regarding the travel restrictions is provided.

*If in the case you wish to cancel your agreement and your contract start date has passed, this is considered a lease break and lease break conditions apply (*see Residential Agreement, clause 4).

**Should you not receive an Academic offer to study from JCU Cairns, you will be entitled to a refund as per the stipulations outlined below;*

1. Written notice of cancellation is provided within 7 days of not receiving a JCU course offer **prior to your contract start date**, all fees are refundable except for the \$55 Application Fee.

*If in the case you wish to cancel your agreement due to not receiving an offer to study and your **contract start date has passed**, this is considered a lease break and lease break conditions apply (*see Residential Agreement, clause 4)

**Note – written notice as well as evidence to not receiving an offer to study are required to be submitted, evidence can be in the form of a QTAC screenshot of your offer details page or correspondence outlining no offer to study.*