

[Locations](#)[About](#)[Life
at
Yugo](#)[Summer
Stays](#)[Book now](#)

Search

Australia Cancellation Policy

We promise to be upfront about all the costs you'll face to rent a room from us, and as such, we implement a straightforward cancellation policy.

This policy sets out the process for requesting a cancellation and the fees involved.

Cancelling more than 30 days before the agreement start date

1. You can cancel a tenancy agreement without penalty provided written notice has been provided to the relevant property at least 30 days prior to the agreement start date.

Cancelling less than 30 days before the agreement start date

1. If cancellation is made less than 30 days before the agreement start date you will be charged a break lease fee of 2 weeks rent.

Cancelling if you do not receive a Visa or Placement to study in Australia

1. If you have not received your visa or placement to study in Australia, you must notify the relevant property in writing no less than 7 days prior to the start of your agreement and provide evidence clearly showing that you cannot enter the country. You will not be penalised provided you provide sufficient evidence and notification at this time. *See below for further information on sufficient evidence.
2. Your payments to date can either be refunded or transferred to a new agreement at a later date and your current agreement will be cancelled.
3. You may choose to continue your agreement in anticipation that you will be accepted and receive a visa and you will then be liable for all ongoing obligations of the agreement.
4. ***Sufficient Evidence – cancellation due to visa.**
 1. To request a cancellation under the Policy a written letter is required from the Department of Immigration and Border Protection (DIBP) that you have been refused a visa. This letter must be submitted to the property at which your booking is held.

2. A copy of the refusal notice issued by the DIBP should accompany your request for

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Locations

About

Life

at

Yugo

Summer
Stays

Book now

Search

takes for you to receive your bond refund is not determined by the property. Any advance rent paid to the property as part of your deposit will be refunded within 14 - 28 days.

5. ***Sufficient Evidence – cancellation due to placement.**



1. To request a cancellation under the Policy a written letter must be submitted to the property at which your booking is held within 72 hours of you receiving notification from your relevant institution that you have not been accepted into that university. Supporting documentation from the tertiary admissions centre should accompany your request for cancellation. The manager of the property will consider your request for cancellation and advise you whether your request has been accepted under the terms of the Policy. Their decision is final. Due to all bonds being lodged with the relevant state authority the time it takes for you to receive your bond refund is not determined by the property team. Any advance rent paid to the company as part of your deposit will be refunded within 14 days – 28 days.

Deferment of a booking due to late receipt of a visa after the commencement date of a lease, or if Australian borders close before they enter Australia.

1. A customer can defer their lease due to late receipt of their visa or if Australia announce border closures which results in them needing to postpone the commencement date of their university course/arrival to Australia.
2. We will transfer the student's lease commencement date to align with the contract start dates for the following semester. We will endeavour to uphold all booking conditions in this process however, this is subject to availability. There may be an increase in pricing between semesters and the rental commitment for the deferred booking will be equal to the corresponding advertised rate for that Semester.

Cancellation of a booking due to Border Closures

1. If Australia closes their international borders, you must notify the relevant property in writing no less than 30 days prior to the start of your agreement that you wish to cancel your booking. You will not be penalised provided you provide sufficient evidence and notification at this time.
2. Your payments to date can either be refunded or transferred to a new agreement at a later date, and your current agreement will be cancelled – See the Deferment option above.

Locations	About	Helpful info	Languages
United Kingdom	About us	FAQs	English (GB)
United States of America	The Student Spill	Accessibility	English (US)
Ireland	Yugonauts	Information for Parents	Chinese
Germany	The Yugo Movement	Cancellation Policies	Español
Spain	News Room	Cookie Policies	Català
Australia	Our people	Privacy Policies	Deutsch
United Arab Emirates	Join the team	Terms of Use	Italian
China	Invest	Disclosures & Licences USA	
Japan		Complaints Procedure	
	Equal Housing Opportunity		Silver Carbon Literate organisation

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Locations

About

Life
at
Yugo

Summer
Stays



Book now



Search