

# Residence Life Student Accommodation Cancellation and Room Change Guidelines

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<b>Version</b>	1.2
<b>TRIM file number</b>	11/XXXX
<b>Short description</b>	Guidelines on cancelling full time accommodation packages or applying for a Room Change
<b>Relevant to</b>	Students, Residence Life Staff
<b>Approved by</b>	This Guideline has been approved by Director, Residence Life, in accordance with the Policy on Delegations and Authorisations - Delegation Schedule 1, GOV10.
<b>Responsible officer</b>	Director, Uni Life
<b>Responsible office</b>	Residence Life
<b>Date introduced</b>	14 March 2014
<b>Date(s) modified</b>	Reviewed July 2016, September 2018, August 2019
<b>Next scheduled review date</b>	August 2020
<b>Related University documents</b>	CSU Student Misconduct Rule, Residential Agreement
<b>Related legislation</b>	
<b>Key words</b>	Account, finance, payment, direct debit, bank, schedule, cancellation, vacate

## 1. PURPOSE

These guidelines describe the rules surrounding cancellation of full time accommodation and how to apply for a room change within CSU Residence Life approved accommodation areas. It is utilised in addition to the [Residential Agreement](#) for clarification of rules applying to differing scenarios.

## 2. TERM OF CONTRACT

The student undertakes to remain in Residences for the full duration of the agreement, which is the Commencement Date through to the Termination Date as specified in the Offer of Accommodation and as a requirement of Part 1 (3) of the [Residential Agreement](#).

## 3. FINANCIAL COMMITMENT

3.1 Any student upon taking up residency will be liable for the payment of the **full session's fees** relevant to their package and is required to abide by the House Rules set out in Part 6 of the [Residential Agreement](#).

3.2 Any student who after accepting a place in the Residences then fails to take up their residency from the commencement of the session will have their place cancelled and will be liable for the payment of the full session's fees relevant to their package.

3.3 In the event that a resident fails to meet their financial commitment the University is empowered to take all reasonable steps to recover the amount owing including formal debt collection processes through the university debt collection process.

## 4 ROOM CHANGES

4.1 Requests for changing between packages or rooms are to be made via the online [Room Change Request](#) form. Applicants must provide a rationale for requesting the change.

4.2 All package or room change decisions will be at the discretion of the Director, Uni Life or nominee.

4.3 No room or package changes will be processed during the first six weeks of Session 1 unless exceptional circumstances are present. Applications will be accepted but not processed until the end of the first break period and/or depending upon availability and approval by the Director Uni Life or nominee.

4.4 Students may be required to relocate to a place determined by the Director, Uni Life or nominee.

4.5 Students will be charged a Room Change Fee as per the current [Service Fees](#) schedule.

4.6 Where a student is required to create a new Direct Debit Request via [BPOINT](#) the new request must be completed in accordance with the information supplied from Residence Life on approval of the room change before access is given to the new room.

## 5 CANCELLATION OF ACCOMMODATION

- 5.1 In order to flag their intention to vacate, a student must give at least fourteen (14) days' notice via the online [Notice to Cancel or Vacate Room](#) form, and attend an interview at the Residence Life Office.
- 5.2 If you accept an offer of accommodation and cancel at least fourteen (14) days prior to commencement of session, no Room Cancellation Fee is payable.
- 5.3 If you accept an offer of accommodation and cancel within 14 days of commencement of session, a Room Cancellation Fee is payable irrespective of whether occupation actually takes place.
- 5.4 If you accept an offer of accommodation and then cancel after the commencement of Session you are liable for the full session's fees and the Room Cancellation Fee.
- 5.5 Students who are required to attend compulsory practicum or internship requirements at a location where CSU does not have on campus accommodation will only be charged pro-rata for weeks of occupancy, no Room Cancellation Fee will apply, however, as per clause 5.1 above, a minimum of 14 days' notice is still required.
- 5.6 Students who are required to undertake compulsory practicum or internship requirements which do not require them to vacate for an entire session may apply for a rebate for their period of absence.
- 5.7 A student qualifies for an exemption from full session fees and the cancellation fee under the following clauses. 14 days' notice must still be provided.
  - a. the student becomes no longer an enrolled student of the University; or
  - b. the University approves a change in the enrolment status of the student from on-campus to complete external studies, and the student resides more than 75 kilometres from their campus of residence; or
  - c. the University makes administrative changes which require the deferral of the student's enrolment to another session or year, or requires the student to take an approved Leave of Absence;
  - d. students who are studying at CSU on an international exchange program will be exempt from any penalty charge upon completion of their exchange period **providing they have been in the Halls of Residences for one full session**. Supporting documentation must be supplied; or
  - e. students who are travelling abroad on student exchange or study abroad will be exempt from any penalty charge upon leaving to start their exchange program **providing they have been in the Halls of Residences for one full session**. Supporting documentation must be supplied.

In relation to students transferring from one CSU campus to another:

- f. students who are transferring campuses within CSU and remain living within residences will be charged the room transfer fee. Supporting documentation must be supplied; or
- g. the student is able to substantiate altered and extenuating circumstances justifying their conclusion of their contract with the University by means of independent supporting documentation.

Any release of a student from their contractual obligation made in accordance with Section 4 will be subject to the approval of the Director.

## **6 TERMINATION OF RESIDENCY**

Where the student has had their residency terminated pursuant to these rules; through being excluded; or, via the pay or vacate process; the student will still be liable for the payment of the full session's fees. The Room Cancellation Fee will also apply in accordance with Part 5 of the Residential Agreement.

### **Table of amendments**

<b>Version number</b>	<b>Date</b>	<b>Short description of amendment</b>
1.1	12/10/17	Addition of 1 session only details
1.2	05/09/19	Amalgamated with room change policy