

# RESIDENCE LIFE STUDENT ACCOMMODATION CANCELLATION, ROOM AND CAMPUS CHANGE GUIDELINES

## Section 1 - Purpose

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

### Scope

- (2) These guidelines are relevant to students residing within Charles Sturt Residences.

## Section 2 – Glossary

- (3) The glossary section of the [Residential Agreement](#) defines the terms used in these guidelines.
- (4) The Room Cancellation Fee - The Room Cancellation Fee is a fee of \$800 applied when a student cancels their accommodation on campus.
- (5) The Room Change Fee - The Room Change Fee is a fee of \$200 that may be applied when a student changes accommodation package, room or campus.
- (6) Fourteen (14) days' notice period - A student must provide at least fourteen (14) days' notice via the online [Room Cancellation Request](#) form.

## Section 3 – Document hierarchy

- (7) These guidelines support the [Residential Agreement](#) and should be read alongside the agreement. This document is made under the Facilities and [Premises Policy Part B](#) authority to establish and impose regulations for controlled areas.

## Section 4 – Guidelines

- (8) 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 Section (3) of the Residential Agreement.

(9) Financial commitment

- a. 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 the Addendum of the [Residential Agreement](#).
- b. 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. The student will still be liable for the payment of the fourteen (14) day notice period and the Room Cancellation Fee.
- c. In the event that a resident fails to meet their financial commitment, the University is authorised to take all reasonable steps to recover the amount owing, including formal debt collection processes.

(10) Room changes

- a. Requests for changing between accommodation packages, rooms or campus are to be made via the online [Room Change](#) form. Applicants must provide a rationale for requesting the change.
- b. All accommodation package, room or campus change decisions will be determined by the Associate Director, Residence Life or nominee.
- c. No room, package or campus 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 Associate Director, Residence Life or nominee.
- d. Students may be required to relocate to a place determined by the Associate Director, Residence Life or nominee.
- e. Students will be charged a [Room Change Fee](#) as per the current [Fee Schedule](#). Room, package and campus changes are only completed at the end of a charging week period.

(11) Cancellation of accommodation

- a. In order to flag their [intention to vacate](#), a student must give at least fourteen (14) days' notice via the online [Room Cancellation Request](#) form.
- b. 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.
- c. 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.
- d. If you accept an offer of accommodation and then cancel after the commencement of session you must give fourteen (14) days notice and are liable for the Room Cancellation Fee.

- e. Students who are required to attend compulsory course work placement or internship requirements at a location where Charles Sturt University 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 (12) a. above, a minimum of 14 days' notice is still required. Supporting documentation must be provided.
- f. Students who are required to undertake compulsory course work placement or internship requirements which do not require them to vacate for an entire session may apply for a [reduction of accommodation charges](#) for their period of absence. Supporting documentation must be supplied.
- g. A student is eligible for consideration of an exemption from full session fees and the Room Cancellation Fee under the following clauses. Supporting documentation must be supplied for each circumstance that the student relies upon.  
Fourteen (14) days' notice must still be provided.
  - i. the student is no longer an enrolled student of the University; or
  - ii. the University approves 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; or
  - iii. students who are studying at the University on an international exchange program will be exempt from any penalty charge upon completion of their exchange period. or
  - iv. 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.

In relation to students transferring from one Charles Sturt campus to another:

- v. Students who are transferring campuses within Charles Sturt and remain living within residences will be charged the [room change fee](#). Supporting documentation must be supplied; or
- vi. the student can substantiate altered and extenuating circumstances justifying the 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 (9) will be subject to the approval of the Associate Director, Residence Life.

(12) Termination of residency

Where the student has had their residency terminated pursuant to these rules; through being excluded; or, via the notice to vacate process; the student will still be liable for the payment of the fourteen (14) day notice period and the Room Cancellation Fee.

## Status and Details

<b>Status</b>	Current
<b>Effective Date</b>	October 2025
<b>Review Date</b>	July 2026
<b>Approval Authority</b>	Chief Financial Officer
<b>Unit Head</b>	Director, Commercial Services
<b>Author</b>	Associate Director, Residence Life
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