1. DEFINITIONS

- "you", "your" means the person submitting the Booking Request and entering into the Assured Shorthold Tenancy Agreement.

- "we", "us", "our" Pure City Opco Limited.

- "Website" means the URL http://PureStudentLiving.com; http://PureStudentLiving.co.uk; http://PureStudentLiving.net

- "Booking Request" means any application sent via the online booking system, telephonically or by handing in a signed and completed application form.

- "Room" means the allocated bed space in one of our residences.

- "Student Portal" means the URL https://78.137.168.65/purestudentliving/student/

- "Assured Shorthold Tenancy Agreement" or "AST" means your contract with us.

- "Check-in Date" means the commencement date of your AST that is agreed between us.

- "Educational Institution" means a London college or university which you attend.

- "Booking Fee" means the fee due at the time of submitting a booking request.

- "Damage Deposit" means the sum that is required from you to cover any damage to our property and any outstanding sums from time to time owed to us by you.

- "First Instalment" means the first rental payment as outlined in your AST.

- "Signed Online" means accepting your AST by clicking a button online.

- "Acceptance Email" means any email sent by us to you in response to your Booking Request in which we confirm acceptance of your Booking Request.

- "Academic Year Booking" means a booking commencing from September for 51 weeks.

2. INTRODUCTION

2.1. Please read through these terms and conditions carefully before making a Booking Request. These are available in the English language only.

2.2. By making a Booking Request you are confirming that you will be at least 18 years old on the Check-in Date. You are also confirming that you have been or expect to be accepted into City University as a full time student for the whole duration of your stay with us.

2.3. By submitting a Booking Request through our online booking system or sending in a manual form you are confirming that you have had the opportunity to read these terms and conditions and that you agree to be bound by them. In the case of telephone requests, you are confirming to a member of our team that you agree to be bound by these terms and conditions.

2.4. We have the right to refuse a booking due to previous misconduct or where deemed necessary.
3. **THE BOOKING PROCESS**

To successfully complete a Booking Request with us you must go through the following steps:

### 3.1 Send in a Booking Request

3.1.1 Apply for a room with us by logging onto our Website and using our online booking system. A Booking Request may also be submitted over the phone or by sending in a completed application form.

3.1.2 In the case of making a booking online, you agree that you are responsible for keeping the confidentiality of your username and password and we will not be held responsible in cases where your username and password are used by someone else without your authorisation.

### 3.2 Room type and residence selection

3.2.1 Select the room type and residence that you want to apply for. Wherever possible we will do our best to allocate you a room or residence that you have requested or preferred. We cannot guarantee that the room type and residence that you have applied for will be available.

3.2.2 If for any reason the room type or residence that you have applied for is not available we will contact you by phone or email to let you know what alternative availability we have. If any of our alternative availability is not acceptable to you, the Booking Fee will be refunded to you in full.

3.2.3 If you agree to proceed with our alternative availability we will amend your Booking Request accordingly before sending our Acceptance Email to you.

3.2.4 Selection of the correct room type and residence during the booking process is your responsibility.

3.2.5 You agree to the room rate and contract length made in your Booking Request. Any changes made to our room rates or contract lengths after we have accepted your Booking Request will not be applicable to you.

3.2.6 You agree to the Check-in Date set out in your AST. If you are unable to arrive on your Check-in Date you should notify us. If you do not arrive on your Check-in Date, no deduction will be made to your rent for any period that your Room remains vacant, and no additional days will be added to the end of your AST.
3.3. **Personal Information**

3.3.1 You will be required to fill in your personal information before completing the Booking Request. Please read our privacy policy [www.purestudentliving.com/legal/privacy-policy](http://www.purestudentliving.com/legal/privacy-policy) as this contains the details of how we will use your data.

3.3.2 You confirm and agree that the information you provide to us is true.

3.3.3 You confirm that you will inform us promptly of any changes to your personal details (e.g. change of email or postal address).

3.3.4 You agree that we will not be liable if you fail to receive email communications from us as a result of you not informing us of your changed details.

3.4. **Payment schedule**

3.4.1 You agree to make the payments as scheduled in your booking summary and AST.

3.4.2 Your accommodation fees must be paid by the due dates using the instalment method set out in your AST.

3.4.3 Rental payments for all Academic Year bookings can be made in three instalments, with the first payment being due 2 weeks before arrival, the second one due in the following January and the third one due in the following April.

3.4.4 In the case of a Booking Request made outside of the Academic Year, payment schedules and due dates may be different.

3.4.5 You may submit payments by a credit card, international debit card or a UK debit card. Payments made with credit cards and international debit cards will incur a 2% processing fee. Payments can also be made by a bank transfer. Please note that you will be responsible for any bank transfer fees that are incurred.

3.4.6 It is not recommended that you send us payment information by email as we cannot guarantee the security of data which you send to us by email.

3.4.7 You confirm that the card that you are using is yours and/or you have the authority to use this card to make payments.

3.5. **Sample Assured Shorthold Tenancy Agreement (AST)**

A link to our sample AST is available on our Website and can be read before you submit your Booking Request and pay your Booking Fee. We strongly recommend that you take the opportunity to read the sample AST before submitting your Booking Request. No changes can be made to our sample AST after you have received our Acceptance Email.
3.6. Deposit

3.6.1 You will be required to pay a booking fee of £200.00 at the time of completing your Booking Request.

3.6.2 On your arrival we will retain your Booking Fee and keep it as your Damage Deposit for the duration of your stay with us.

3.6.3 The Damage Deposit will be held until the end of your stay. If there is no outstanding rental or other payments due to us and there is no damage to your Room or any inventoried items therein, the deposit will be refunded back to you. If there are any outstanding payments or any damage then the outstanding payments or the cost of repairing any damage or replacing inventoried items will be deducted from the Damage Deposit and retained by us.

3.7. Acceptance Email

3.7.1 Once we have received your Booking Request and Booking Fee or have agreed a revised Booking Request with you (see paragraph 3.2.3 earlier) we will (subject to your room type and residence being available) send you an Acceptance Email to confirm that your Room has been successfully booked with us.

3.7.2 The Acceptance Email will set out the next steps and tell you how to gain access to your Student Portal.

3.7.3 Please note that a Booking Request has only been accepted if you receive an Acceptance Email from us.

3.7.4 Once you have received our Acceptance Email we are both under a legally binding commitment to complete the AST. Your booking may only be cancelled by you or by us in accordance with the cancellation policy set out below. It is very important that you read our cancellation policy before submitting your Booking Request.

3.8. Signing your AST online

3.8.1 Our Acceptance Email will give you instructions as to how to access your Student Portal. In your Student Portal you will be able to open a link to your AST. Your AST will include the type of Room booked, and a schedule of your rental payments and payment dates.

3.8.2 It is important that you read your AST carefully to make sure that it accords with your Booking Request.

3.8.3 There are clear instructions in your Student Portal as to how to accept your AST and arrange for it to be Signed Online.

3.8.4 Your AST must be Signed Online within 7 days after your right of cancellation has expired or, if earlier, on your Check-in Date. Failure to do so may result in us cancelling your booking. Our cancellations policy (see below) sets out the circumstances in which this might happen.

3.8.5 Even if your AST is not Signed Online you are not released from your binding legal obligation to take steps to get your AST Signed Online, nor does it release you from your obligation to comply with all the terms and conditions (in particular your obligation to make the rental payments scheduled therein on the due dates) set out in your AST for the whole of the lease term.

3.8.6 You will only be released from your obligation to take steps to get your AST Signed Online if your booking is cancelled by you or us in accordance with the cancellation policy set out below.
4. **CANCELLATION POLICY**

**Cancellation by Students**

1. You may cancel your booking by sending notice to us by email to bookings@purestudentliving.com within 14 days from receipt of our Acceptance Email.

2. If you have made your booking less than 14 days before your scheduled Check-in Date, you may cancel your booking by sending notice to us by email to bookings@purestudentliving.com until the earlier of (a) 14 days after receipt of the Acceptance Email and (b) the date that you actually check-in.

3. You are not permitted to cancel your booking after more than 14 days have elapsed from your receipt of the Acceptance Email or after you have checked in (if earlier). If you have not already done so, you remain under an obligation to sign your AST online and to comply with your obligations set out in your AST until the end of the lease term.

**Payments due**

None. We will refund your £200 Booking Fee and any other fees that you have paid to us.

**Cancellation by Us**

1. Our terms and conditions require you to sign your AST online within 7 days after expiry of your cancellation period or, if earlier, on your Check-in Date. We may cancel your booking if you do not sign your AST online, as required by our terms and conditions. If we intend to cancel your booking before your Check-in Date, we will give you prior notice by email of our intention to cancel your booking, to give you a final opportunity to sign your AST online.

2. If you fail to check-in on your Check-in Date and you have not signed your AST, we may cancel your booking at any time by giving notice by email.

3. Once you have signed your AST online, it may only be terminated if we mutually agree to do so or in the circumstances set out in clause 4 of your AST.

If we cancel your booking in these circumstances we will not refund your £200 Booking Fee or any other fees that you have paid to us.

If your AST is terminated in these circumstances we will not refund your £200 Damage Deposit or any other fees that you have paid to us.
5. **BEFORE CHECK IN**

Before you check in you agree to do the following:

5.1 Pay your First Instalment on the date set out in your AST.

5.2 Sign your AST online through the Student Portal within the timeframes set out in clause 3.8.4.

5.3 Submit the following documents:
   a) Acceptance letter from an Educational Institution confirming your full time student status
   b) Copy of Passport/government issued ID and visa if required
   c) One Passport photo

Failure to provide us with the above mentioned, may result in us not being able to check you in.

6. **GENERAL**

6.1 Alteration to Terms

We reserve the right to make changes to the Website and these terms and conditions. We will give you notice of any changes but you will only be subject to the terms and conditions that you agreed to at the time of your Booking Request.

6.2 Third party rights

These terms and conditions are between you and us and a party which is not part of this contract shall have no rights to enforce any of these terms and conditions.

6.3 Governing laws

These terms and conditions are governed with the laws of England and Wales. You agree to submit to the non-exclusive authority of the English courts, as do we.

6.4 Severance

If any part of these terms and conditions are held invalid, unlawful or otherwise enforceable for any reason the rest of the terms and conditions shall not be affected.

6.5 Enquiries

For all contact information, please visit the contact us page on our website.

[www.PureStudentLiving.com/contact](http://www.PureStudentLiving.com/contact)

6.6 Our information

Pure City Opco Limited is a company registered in England with a company number 07296480. Our registered address is 35 Park Lane, London, W1K 1RB.