

Free Cancellation Policy

Have peace of mind with our Free Cancellation Policy.

This policy applies at the following Villages only: ECU Villages (Bunbury, Joondalup and Mt Lawley), Griffith University Village, UNSW Village, Murdoch University Village, Macquarie University Village, Western Sydney University Villages (Parramatta, Bankstown, Campbelltown, Hawkesbury, Nirimba and Penrith), Sydney University Village and Student Village Melbourne.

Who is eligible?

You can secure your room for 2021 and rest easy knowing that you have the peace of mind to cancel your Residential Agreement for the following reasons:

You are unable to enter Australia due to Government travel restrictions

If you are an International Student that has not yet travelled to Australia and you are not able to enter the country due to Government travel restrictions in relation to COVID-19, you may cancel your Residential Agreement up to 14 days prior to the agreement start date.

Your campus is closed due to COVID-19

If your course does not resume teaching on campus, you may cancel your Residential Agreement up to 14 days prior to the agreement start date.

Your course is now only being offered online

If your course has moved to online-only teaching, you may cancel your Residential Agreement up to 14 days prior to the agreement start date. This policy does not apply if you have the option to take your course on campus but elect to take it online only.

You do not get accepted into the University

If you are a domestic first year student applying through UAC / VTAC / QTAC / TISC and you do not get accepted at the University you may cancel your Residential Agreement within 5 days of the UAC / VTAC / QTAC / TISC Main Round offers release date (generally around late January – refer to the UAC / VTAC / QTAC / TISC website for actual dates).

You get accepted into a different University

If you are a domestic first year student applying through UAC / VTAC / QTAC / TISC and you get accepted at a different University you may cancel your Residential Agreement within 5 days of the UAC / VTAC / QTAC / TISC Main Round offers release date (generally around late January – refer to the UAC / VTAC / QTAC / TISC website for actual dates).

You do not receive a Visa to study in Australia

If you are an International Student and you do not get your Visa, you may cancel your Resident Agreement within 5 days of receiving notification from the Department of Immigration and Border Protection (DIBP).

What do you need to do?

You will need to provide CLV in writing, the supporting official evidence demonstrating you meet the criteria within the timeframes outlined above. You will need to provide your supporting evidence to mystudentvillage@clv.com.au including your full name, application number, email and phone number in your email.

Official supporting evidence is:

- Declined visa notification from the Department of Immigration and Border Protection (DIBP)
- Official Government communication from either your Government or the Australian Government that you are unable to travel
- Official notice from the University that your course will not be taught on campus
- Official notice from the University that the University campus is closed
- Notice from UAC / VTAC / QTAC / TISC or the University that your application has not succeeded
- Notice from UAC / VTAC / QTAC / TISC or the University that you have been accepted into an alternative University

What happens when I cancel?

If you have not yet moved in, you will be refunded your security deposit and any other upfront fees.

If your contract has already started, you are liable for rent up to the date of notification / moving out of the village and your security deposit will be returned to you provided you have met the move-out conditions. However, application, registration and cleaning fees (where applicable) are non-refundable.

Where will the Free Cancellation Policy not apply?

The policy will not apply where you have accepted a University Offer but you elect to defer or withdraw from your studies, or if you change your mind about where you would like to stay.

Need more help?

If you have an alternative form of official supporting evidence, your circumstances are different from any of the above scenarios or you are not sure if this policy applies to you, please contact your friendly Customer Contact Village team to discuss your individual circumstances and we will endeavour to support you as best we can.

Email: mystudentvillage@clv.com.au

Phone: +61 2 8024 6000