

## CANCELLATION POLICY

**1) General cancellations** may incur a one-off fee of \$350,00 (unless the circumstances on items 2, 3 or 4 apply).

**2) Cancellation due to visa refusal:**

If written notice is given no less than 2 weeks before the student's check-in date, no cancellation fees apply.

If you do not comply with this requirement, the booking may be considered "cancelled at the last minute" (Refer to items 3 and 4).

Supporting documentation of visa refusal issued by the Immigration is required at all times.

**3) Other cancellations, including last minute postponements:**

a) If written notice is given no less than 3 weeks before the student's check-in date, a one-off fee of \$350 applies.

b) If written notice is provided less than 3 weeks before the student's check-in date (but not upon/after the check-in date): booking fee + 2 weeks of accommodation apply.



**4) Cancellation on/after arrival, including last minute postponement** :: in case of cancellation or last minute postponement upon/after the student's check-in date, the student is committed with the minimum stay of the product plus give 2 weeks notice (or 3 weeks notice when it is a studio) at any time. Written notice is required at all times.

The remaining amount (if applicable) may be refundable.

**GENERAL ADVICE:**

- All cancellations of a booking must be submitted to us in writing via email addressed to:
  - a) **CozyStay bookings:** [bookings@2stay.com.au](mailto:bookings@2stay.com.au)
  - b) **Homestay Plus bookings:** [support@homestayplus.com.au](mailto:support@homestayplus.com.au)

Please note emails are monitored during Australian business hours only.

For emergencies, please refer to +61 401 337 723

- In all cases, depending on the circumstances, we may retain any other amounts paid to us (e.g. check-out cleaning fee, airport transfer, etc).
- **Changes due to visa process:** We understand that some students apply for accommodation while waiting for confirmation of acceptance to and/or enrolment, or issue of an Australian student visa by the Australian Government. However, if you fail to provide written notice or any information to confirm your booking according to the timeframe stipulated by us, fees may apply as described on the items above (at our discretion).

