



Withdrawal or Suspension from Studies – Terms & Conditions

At Orlando Village, we understand that circumstances can change during your time at university. If you withdraw from your course, are excluded from university, are refused admission, or need to formally suspend your studies due to illness, you may be able to end your tenancy early under the terms below.

This policy applies throughout your tenancy and is separate from our **No Place, No Stay Policy**, which applies to eligible new students whose university place is withdrawn before starting their studies.

1. Eligibility

You can apply to end your tenancy under this policy if:

- You have **withdrawn from your course**.
- You have been **excluded from your university or institution of study**.
- You have been **refused admission to your university or institution of study**.
- You have been absent from your course for **more than 60 days due to illness** and have formally agreed with your university or higher education provider to suspend your studies.

The reason for ending your studies must be confirmed by your university or higher education provider.

2. Evidence Requirements

To be released from your tenancy agreement, you must provide evidence confirming your change in student status.

Acceptable evidence would normally be:

- An official letter or email from your university confirming your withdrawal.
- Confirmation that you have been excluded from your course or institution.
- Confirmation that you have been refused admission.

- For suspension due to illness, confirmation from your university that you have been absent for more than 60 days due to illness and have agreed to suspend your studies.

Orlando Village may request further information where the evidence provided does not clearly confirm that you meet the requirements of this policy.

3. Notice Period

You must provide Orlando Village with a minimum of **4 weeks' written notice** to end your tenancy.

Your notice must:

- Be provided in writing.
- State your intended date of departure.
- Include the supporting evidence confirming your change in student status.

You will remain responsible for your rent and other obligations under your tenancy until the agreed tenancy end date.

4. Application Process

Requests to end a tenancy under this policy should be submitted by email to info@orlandovillage.co.uk and should include:

- Your full name.
- Your room/flat details or booking reference.
- Your intended departure date.
- Your supporting evidence from your university or higher education provider.

The Orlando Village team will review your request and confirm whether the requirements of this policy have been met.

If there is an issue with your notice or the evidence you have provided, we will let you know as soon as possible and give you a reasonable opportunity to provide the missing information or correct the issue.

5. Moving Out

You must move out of your accommodation **on or before the departure date stated in your notice**.

All keys and fobs must be returned and your room should be left in accordance with Orlando Village's normal check-out requirements.

Once your request has been accepted, Orlando Village may begin marketing your room to another student.

6. Rent and Financial Liability

You will remain responsible for your rent up to the agreed tenancy end date, including the required 4-week notice period.

Once the tenancy has ended, your rent account will be reviewed.

Where you have paid rent in advance for a period after your agreed tenancy end date, any amount due back to you will be refunded following the usual account reconciliation process.

Any rent or other charges that were due before the tenancy end date will remain payable.

7. Other Reasons for Wanting to Leave

This policy only applies to the circumstances set out in Section 1.

It does not automatically apply where you:

- Change your mind about living at Orlando Village.
- Decide you would prefer to live elsewhere.
- Transfer to alternative accommodation while continuing your studies.
- Wish to leave for another reason that does not meet the eligibility requirements above.

In these circumstances, the normal terms of your tenancy agreement and Orlando Village's standard tenancy termination process will apply.

8. National Code

This policy has been developed in accordance with **Point 4.06 of the ANUK/Unipol National Code of Standards for Larger Developments for Student Accommodation Not Managed and Controlled by Educational Establishments 2026–2028.**

For any questions or to submit a request under this policy, please contact the Orlando Village team at info@orlandovillage.co.uk.