



# AUT STUDENT ACCOMMODATION FEES – REFUND TERMS AND CONDITIONS

The information below contains the conditions relating to withdrawing from full-year or semester-only residential agreements. Terms and conditions relating to short-term stays, summer and group bookings are outlined within related agreements. Any surcharge fees applied by the payment facility (merchant) are non-refundable.

## Cancelling prior to the residential agreement start date:

The student acknowledges that:

- Requests to cancel from a Residential Agreement offer (made, accepted or signed and returned) must be made by emailing: [accommodation.services@aut.ac.nz](mailto:accommodation.services@aut.ac.nz)
- Application fee of NZ\$150 is not refundable.

Date of request	Refund of deposit due
Up to 7 days before the commencement of the Residential Agreement start date.	90% amount of advanced board payment and semester only fee (if applicable); <b>And</b> full refund of: Residential Life Programme Fee; Instalment Fee.
From 7 days prior to the start of the Residential Agreement start date; up to and including the start date.	75% amount of advanced board payment and semester only fee (if applicable); <b>And</b> full refund of: Residential Life Programme Fee; Instalment Fee.
After the Residential Agreement period starts but before I move in.	50% amount of advanced board payment and semester only fee (if applicable); <b>And</b> full refund of: Residential Life Programme Fee; Instalment Fee.
If the student's application for admission to AUT is unsuccessful, or the student could not obtain the lawful immigration status to arrive in New Zealand (subject to evidence)	Full refund of: Advanced Board payment, Residential Life Programme Fee; Instalment Fee.



## Withdrawing after the residential agreement start date

The Resident acknowledges that:

- Early withdrawal applications will not be considered after week 12 for semester only agreement or week 34 of a full year agreement.
- Application fee of NZ\$150 is **not refundable**.
- Residential life fee NZ\$165 per semester or \$330 per year is **not refundable**.
- Early Withdrawal Application Forms must be filled out and returned by email to [residential.services@aut.ac.nz](mailto:residential.services@aut.ac.nz)
- The Resident's liability may be waived or reduced on a case-by-case basis for exceptional circumstances. Evidence must identify that there were exceptional circumstances beyond the Resident's control.

Enrolment intentions	Process, liability and refunds
I want to withdraw from my Residential Agreement (early withdrawal) before the agreed end date, and I <b>will</b> remain as an enrolled student at Auckland University of Technology:	<ul style="list-style-type: none"><li>➤ Discuss this first with AUT Student Accommodation management.</li><li>➤ Complete the Early Withdrawal Application form and return to: <a href="mailto:residential.services@aut.ac.nz">residential.services@aut.ac.nz</a></li><li>➤ Three weeks' notice will be charged plus a cancellation fee of \$350 or 10% of the balance of the agreement, whichever is greater.</li><li>➤ Application fee is not refundable.</li><li>➤ Residential life fee is not refundable.</li><li>➤ Instalment Fee is not refundable</li><li>➤ Semester Only Fee is not refundable.</li><li>➤ Discuss intent to withdraw from studies with AUT Student Accommodation Management.</li></ul>
I want to withdraw from my Residential Agreement (early withdrawal) before the agreed end date, and I <b>will not</b> remain as an enrolled student at Auckland University of Technology:	<ul style="list-style-type: none"><li>➤ Complete the Early Withdrawal Application form and return to: <a href="mailto:residential.services@aut.ac.nz">residential.services@aut.ac.nz</a></li><li>➤ Three weeks' notice will be charged plus a cancellation fee of \$350 or 10% of the balance of the agreement, whichever is greater.</li><li>➤ Application fee is not refundable.</li><li>➤ Residential life fee is not refundable.</li><li>➤ Instalment Fee is not refundable</li><li>➤ Semester Only Fee is not refundable.</li></ul>

## Withdrawing after the residential agreement start date *(continued)*

Enrolment intentions	Process, liability and refunds
<p>I want to withdraw from my AUT Residential Agreement at ASV before the agreed end date, and <b>move to</b> Te Āhuru Mayoral Drive Student Accommodation</p>	<ul style="list-style-type: none"> <li>➤ Discuss this first with AUT Student Accommodation management.</li> <li>➤ Complete the Early Withdrawal Application form and return to <a href="mailto:residential.services@aut.ac.nz">residential.services@aut.ac.nz</a></li> <li>➤ Include written evidence of room availability or accommodation offer at Te Āhuru with Early Withdrawal Application Form.</li> <li>➤ AUT Student Accommodation Management will consider the applicable notice period and/or cancellation fees, on a case-by-case basis.</li> <li>➤ Application fee is not refundable.</li> <li>➤ Semester Only Fee is not refundable or transferable to Mayoral Drive Student Accommodation.</li> <li>➤ Residential life fee is not refundable or transferable to Mayoral Drive Student Accommodation.</li> <li>➤ Instalment fee is not refundable or transferable to Mayoral Drive Student Accommodation.</li> </ul>
<p>Termination of Residential Agreement by AUT Student Accommodation management</p>	<ul style="list-style-type: none"> <li>➤ Suspension or expulsion from AUT Student Accommodation as a result of a conduct process that occurred for a breach of residential house rules will result in paying a 3 weeks' notice plus a cancellation fee of \$350 or 10% of the balance of the agreement, whichever is greater</li> <li>➤ AUT Student Accommodation management may recommend my liability be waived or reduced if there are substantiated medical or personal grounds for doing so.</li> <li>➤ Application fee is not refundable</li> <li>➤ Residential life fee is not refundable</li> <li>➤ Instalment Fee is not refundable</li> <li>➤ Semester Only Fee is not refundable</li> </ul>