

Booking Terms & Conditions policy:

The Haven Student Living – Cork

By completing a booking with **The Haven Student Living**, you agree to the following terms:

Eligibility

- Accommodation is available **exclusively to full-time students**.
- Licensees must be **18 years or older**.
- Proof of student status may be required.

Booking & Fees

- A **non-refundable booking fee of €100** is required to secure a room.
- The booking fee is **deducted from the license fee - the first month's license fee instalment**
- The booking fee is €100
- A security deposit equal to 1 month's licence fee is required on a nominated date.
- A booking is confirmed only once payment is received and written confirmation is issued.

Licence Agreement

- Licensees must sign a **Licence to Reside** before check-in.
- The licence sets out the licensee fee, term length, house rules, and payment schedule.
- Failure to sign may result in cancellation.

License fee & Deposit

- License fee must be paid in line with the agreed payment schedule.
- Deductions may be made for damage, cleaning, unpaid license fee, or lost keys.
- The security deposit is equal to 1 month's licence fee

Cancellations

- Booking fees are **non-refundable**.
- Cancellation before the licence start date may be eligible for a license fee refund **only if a replacement student is found**, at management's discretion.
- Early termination after the start date is not permitted unless required by law or a replacement is approved.

Room Allocation

- Specific room numbers are not guaranteed.
- Management may reallocate rooms or provide a similar or upgraded room if required.

Conduct & House Rules

- Licensees must comply with all **PBSA house rules** and respect fellow licensees, staff, and neighbours.
- Serious or repeated breaches may result in termination of the licence.

Personal Belongings

- Personal belongings are the licensee responsibility.
- Contents insurance is strongly recommended.

Data Protection

- Personal data is processed in accordance with **GDPR** and Irish data protection law.

Governing Law

- These terms are governed by the **laws of Ireland**.