



# Where the social entrepreneurs of tomorrow are born

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Name  
Surname  
Room number

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[relifenation.com](http://relifenation.com)

## CANCELLATION POLICY

01. Deposit

02. Cancellation by you – Cancellation within the 14 day cooling off period

03. Period prior to acceptance of your service contract

04. Period following the signing of the service/lease contract

05. Cancellation after transfer to accommodation

06. Cancellation by RELIFE or the owner/operator

07. Rental period and changes to the stay

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### RELIFE Srl

Via XX Settembre 12, Torino (TO)  
T +39 335 15.03.528  
[info@relifenation.com](mailto:info@relifenation.com)

Capitale Sociale € 30.000,00  
C.F. e P.Iva 12695679913  
REA TO-1309224

**01. Deposit:** When booking with RELIFE, you will be asked to pay a deposit. Payment of the Deposit constitutes acceptance that the same is being held to reserve your room in accordance with these terms and conditions. You agree that the deadline for concluding the Service Agreement/Rental Agreement/Accommodation Agreement after receipt of the Deposit will be 14 days, or any other period agreed by us (the "Term").

With the beginning of the Service Agreement/Rental Agreement/Accommodation Agreement, the Deposit converts into a Refundable Security Deposit. Unless otherwise indicated on the website page, the Security Deposit will be refunded to you at the end of the lease if there are no outstanding arrears or damages to your room and/or common areas.

By paying the Deposit, you provide explicit consent for RELIFE to use all the data provided to search for the presence of such data in sanction lists. It is your right to ask us not to carry out such searches, but by doing so we will not be able to process your request and assign you the room. RELIFE will carry out the necessary checks on your university student status and will subsequently send you your Accommodation Offer via the Student Portal, in which you will find the Service Contract.

The Service Agreement/Lease Agreement/Accommodation Agreement sets out the complete terms and conditions under which you agree to rent a room at any property featured on this site. The Contract is established between the tenant (yourself) and the landlord; RELIFE only acts as an agent/management company. You will need to log in to your account, check your details, read the service agreement and sign it online before uploading the relevant identification documentation. You will be asked to pay the entire period of stay in advance, or monthly according to the indications of the chosen structure.

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Payment for the entire period, or for the first month of stay, must be made 15 days before the start of the contract. You will not be able to move into the property if this amount has not been paid.

Subsequent monthly payments must be made in advance, by the 20th day of the previous month.

If you choose the monthly payment, you must indicate a Guarantor, who must in turn sign the contract as guarantor of the payment.

If for any reason we are unable to make you an Accommodation Offer, we will contact you as soon as possible explaining the reasons and proposing, where possible, an alternative solution. If we are unable to offer an alternative or the alternative is not suitable, we will refund your deposit in full via the original method payment was made.

## **02.CANCELLATION BY YOU – CANCELLATION WITHIN THE 14 DAY COOLING-OFF PERIOD**

If you choose to cancel your reservation with RELIFE, you have 14 calendar days after receiving the offer email to do so and get a full refund of the paid deposit. You can only cancel your reservation within fourteen days of receiving the offer email and no less than one calendar month before the check-in date.

If you made your reservation less than 14 days before your scheduled check-in date, you may cancel your reservation up to (a) 14 days after receiving the accommodation offer email, and (b) the date of the beginning of the stay on your Contract.

Once you check in, the 14-day grace period automatically ends and you can no longer be released from your contractual obligations and be entitled to any refund.

You can cancel your booking by sending an email to the relevant Accommodation Department email address set out in the contact details of the individual sites, RELIFE will refund your deposit within 7 calendar days from the cancellation. If you cancel your booking after the cooling-off period has expired, your deposit will not be returned

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to you and you and your guarantor, if any, will be required to comply with the obligations set out in the contract.

### **03.PERIOD PRIOR TO ACCEPTANCE OF YOUR SERVICE AGREEMENT**

The Owner/Conductor and RELIFE reserve the right not to return the deposit and to cancel the reservation, upon notice, if:

**Art. 3.1** we take all reasonable steps to enter into the Service Agreement/Lease Agreement/Accommodation Agreement before it expires and you fail to do so, for example, if you fail to complete your application or provide guarantor details and documentation timely support; and/or

**Art. 3.2** you provide us with false or misleading relevant information; and/or

**Art. 3.3** We are prohibited from stipulating the Service Contract/Rental Contract/Accommodation Contract on the basis of the laws in force.

### **04.PERIOD FOLLOWING THE SIGNING OF THE SERVICE/LEASE AGREEMENT**

If you have entered into the Service Agreement/Lease Agreement and you cancel your booking after the cooling-off period has expired, we will release you from the agreement up to and including July 31, 2025, if you meet the following criteria and you can provide sufficient proof

### **FAILED ADMISSION TO YOUR SELECTED UNIVERSITY**

If you are a prospective first-year student and your offer of a place at your chosen university/higher education institution is withdrawn because you have not met the required entrance marks or you have exceeded of admission required and you have chosen to go to another university.

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To meet this criterion, you will need:

- Provide a written rejection letter from your chosen university/HEI within 72 hours of the publication of your exam results
- Provide a copy of your new university's acceptance letter.

Where evidence is provided in accordance with these terms and conditions and to our and the Owner/Host's reasonable satisfaction, you will be entitled to cancel the booking and will not be liable for any contractual obligations set out in the rental agreement from the date of cancellation.

### **FAILURE TO PROCURE AN ITALIAN VISA**

If you are unable to obtain an Italian visa before the start date of your lease, we will cancel your lease and refund any rental payments made, provided you provide, within 72 hours of receiving the official confirmation:

- Official document that your visa has been refused.
- Written confirmation that you wish to cancel your booking.

### **CANCELLATION FOR ANY OTHER REASON**

If you have entered into the Service Agreement/Lease Agreement and wish to cancel your reservation after the 14 days cooling-off period has expired and you do not meet our eligibility criteria above, your deposit will not be returned and you and your guarantor, will be required to fulfill the obligations under the Service Agreement regardless of whether you have started the period of stay.

If you cancel your booking and are unable to find a suitable replacement tenant, by prior arrangement with us, you will be released from your contractual obligations as set out in the Service Agreement. Any excess paid rent will be refunded to you, except for the Security Deposit as a cancellation fee. The residency team will confirm the cancellation date of the agreement.

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## 05.CANCELLATION FOLLOWING THE TRANSFER TO THE ACCOMMODATION

We hope you enjoy a happy stay in our Residences, but if for any reason you decide to leave during the contract period, the Owner/Host may agree to release you from the contract provided the following conditions are met:

- You agree not to transfer or sub-lease the lease created by the Service Agreement to anyone else without obtaining our written consent.
- Find a suitable replacement to take over your room service contract for the remainder of your contract.
- Replacement tenants must be 18 years of age or older and enrolled as a full-time student at a university or college near the accommodation. Where Accommodation has arrangements with pre-specified universities, substitution may be limited to that university – please check with the Accommodation team.
- The arriving guest must conclude a service contract with the name of the company or the Owner/Host and pay the sums due under this contract.
- The arriving guest must conclude a service contract with the company name or the Owner/Host and pay the sums due under this contract.
- The incoming tenant, if required, must provide a suitable Guarantor. The Guarantor must accept the Terms and Conditions of the Lease Agreement
- Refunds due will not be processed until the incoming replacement has signed the Service Agreement/Rental Agreement, paid the Deposit and moved into the accommodation.
- If you find someone to take over your contract, you will have to pay an administration fee of €100

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- If you are unable to find someone to rent your place, you will be responsible for paying the full rent up to the end of the Service Agreement/Lease Agreement.

## **06.CANCELLATION BY RELIFE OR THE OWNER/LESSEE**

Our terms and conditions require you to sign the Service Agreement/Rental Agreement online within 10 calendar days of receiving the accommodation offer. If you do not sign your agreement within this time frame, we may cancel your booking, giving notice by email and you will forfeit any booking fee paid if it is outside the cooling off period stated above.

If you do not check in by the accommodation start date and have not signed your agreement, we may cancel your booking at any time by giving notice by email. If you are outside the cooling off period, your deposit will not be refunded.

Once the Service Agreement/Rental Agreement has been signed, it can only be terminated if we agree to it by mutual agreement or in the circumstances set out in point 3 above.

## **07.PERIOD OF LEASE AND CHANGES TO THE STAY CHANGE TO THE DURATION OF THE LEASE**

If you wish to change the period of stay of the contract, you will not be able to shorten the duration, but you can choose to extend it free of charge only before the starting date of the lease (subject to room availability).

### **RENTAL START DATE**

If you would like to change your rental start date, please contact the local team.

### **CHANGE OF ROOM**

If you wish to change to another type of room, you can do so free of

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charge until the start date of the Lease, subject to room availability.  
Room changes after the start date will be subject to an administration  
fee of €100 for the change to the Service Contract/Rental Contract.

### **APPLICABLE LAW**

These terms and conditions are governed in accordance with Italian  
law.

Name:

Surname:

Room Number:

Place

Date

Signature of the Student

Signature of the Guarantor