

ANNEXURE C: CANCELLATION POLICY

We hope you have a happy stay at CampusKey, however, if you decide for any reason to cancel your Service and Residence Agreement (SRA), or breach a clause in your SRA and fail to remedy the breach in terms of clause 13 or 14 of the SRA, this Cancellation Policy will come into effect.

Any outstanding payments, including Wi-Fi vouchers, must be settled before cancellation of this Agreement. The Cancellation Policy is applicable whether the Resident or CampusKey affects the cancellation.

The following points in time are applicable when determining the cancellation penalty:

POINT 1 WHEN THE APPLICANT CANCELS BEFORE SIGNING THE SRA:

Cancellation penalty	No cancellation penalty is applicable.
Admin Fee (non-refundable)	Admin fee paid is non-refundable.
Deposit	Fully refundable subject to the Deposit Refund Policy.
SRA Fee	Refund in full of the amount already paid by the Resident towards the SRA Fee.

POINT 2 WHEN THE RESIDENT CANCELS BEFORE 1 DECEMBER 2024 (AND THE RESIDENT HAS A SIGNED SRA):

Cancellation penalty	R5,000.
Admin Fee (non-refundable)	Admin fee paid is non-refundable.
Deposit	Only the balance of the deposit will be refunded after the deduction of the cancellation fee.
SRA Fee	Refund in full of the amount already paid by the Resident towards the SRA Fee.

POINT 3 WHEN THE RESIDENT CANCELS BETWEEN 1 DECEMBER 2024 AND 1 JUNE 2025 (AND THE RESIDENT HAS A SIGNED SRA):

Cancellation penalty	R5,000 if the Resident finds a suitable replacement student to sign a new SRA for the room for the remaining period of the Agreement . If not, R5,000 plus 50% of the SRA Fee due for the remainder of Your Stay. The aforesaid will be deducted from the SRA fees paid to date. Alternatively, if there is no balance of SRA fees or if the balance of the SRA Fees is not enough to cover the aforesaid the Resident will have to pay the aforesaid amounts directly to CampusKey as provided for in clause 13 and 14 of the SRA.
Admin Fee (non-refundable)	Admin fee paid is non-refundable.
Deposit	Only the balance of the deposit will be refunded after the deduction of the cancellation fee and subject to the Deposit Refund Policy.
SRA Fee	The resident is responsible for all the SRA fees up to date of cancellation. The balance of the SRA Fees paid in advance less the aforesaid cancellation penalty shall be refunded to the Resident (if applicable).

POINT 4 WHEN THE RESIDENT CANCELS ON OR AFTER 1 JUNE 2025 (AND THE RESIDENT HAS A SIGNED SRA):

Cancellation penalty	R5,000 if the Resident finds a suitable replacement student to sign a new SRA for the room for the remaining period of the Agreement. If not, 100% of the SRA Fee due for the remainder of Your Stay. The aforesaid will be deducted from the SRA fees paid to date. Alternatively, if there is no balance of SRA fees or if the balance of the SRA Fees is not enough to cover the aforesaid the Resident will have to pay the aforesaid amounts directly to CampusKey as provided for in clause 13 and 14 of the SRA.
Admin Fee (non-refundable)	Admin fee paid is non-refundable
Deposit	Only the balance of the deposit will be refunded after the deduction of the cancellation fee and subject to the Deposit Refund Policy.
SRA Fee	Subject to whether the Resident found a replacement student, the resident is responsible for all the SRA fees up to date of cancellation. The balance of the SRA Fees paid in advance less the aforesaid cancellation penalty shall be refunded to the Resident.