

WITHDRAWAL POLICY:

2027 TERMS FOR WITHDRAWING FROM/CHANGING YOUR RESIDENTIAL AGREEMENT

This Withdrawal Policy sets out the conditions that apply if you wish to withdraw from, or make a change to, your Residential Agreement.

Any request to withdraw from, or make a change to, your Residential Agreement must be made in writing (by email) to: (a) the Accommodation Solutions team, before the start date of your Residential Agreement if you have not moved in; or (b) Accommodation Management for your Residence, on or after the start date of your Residential Agreement. All requests must be made by you (as the person named in the Residential Agreement) and must include your full name, student ID number and the reason for your withdrawal or change request.

Capitalised terms that are defined in the Residential Agreement have the same meaning in this Withdrawal Policy. By way of example, "Residency Period" is defined in the Residential Agreement. All references to "withdraw" and "withdrawal" mean circumstances where you wish to withdraw from and end your Residential Agreement (referred to in the Residential Agreement as "termination").

WHEN YOUR ACCOMMODATION FEES BEGIN

Your financial obligations under your Residential Agreement begin on the **start date of your Residential Agreement**, regardless of the date you choose or are able to move into your Residence. Accommodation fees are payable from that start date in accordance with your agreed payment schedule. Arriving or moving in later does not change when fees begin. Choosing not to move in, or being unable to move in, does not automatically cancel or suspend your Residential Agreement or your obligation to pay. Fees are based on your agreement, not the number of days you physically occupy your room.

The following withdrawal circumstances are covered in this Withdrawal Policy: (1) withdrawing before the start date of your Residential Agreement and before moving in, relevant to all contract types; (2) withdrawing after the start date of your Residential Agreement, relevant to all contract types; (3) Student Visa Withdrawal Conditions; and (4) Residency Period Change Conditions.

1. Withdrawing before the Residential Agreement starts

Situation	Withdrawal conditions
Written withdrawal request before 5pm Sunday 17 January 2027 for a 2027 Academic Year, Semester 1, or February 2027 to February 2028 agreement; or before 5pm Friday 11 June 2027 for a Semester 2 or July 2027 to July 2028 agreement.	- The University will refund \$325 (50% of the \$650 deposit balance excluding the administration fee). - The \$450 administration fee is not refundable.
Written withdrawal request after the applicable deadline but before the start date of your Residential Agreement, including offers made and accepted after the deadline.	No refund of the \$1,100 deposit, including the administration fee.
Written request before the start date of your Residential Agreement because the University has notified you that your application for admission to your chosen programme was unsuccessful. You must provide reasonable and sufficient evidence.	Full refund of the \$1,100 deposit, including the administration fee.

Situation	Withdrawal conditions
Request to withdraw after the start date of your Residential Agreement, including where you have not yet moved in.	- No refund of the \$1,100 deposit (including the administration fee) or \$400 Residential Services Fee. \$400 withdrawal processing fee. - Accommodation fees remain payable from the start date of your Residential Agreement until the effective withdrawal date, whether or not you occupied the room. Any unpaid fees due under the payment schedule remain payable.

2. Withdrawing after the Residential Agreement starts

All withdrawals after the start date of your Residential Agreement incur a \$400 early withdrawal processing fee in addition to applicable charges below, except for qualifying Semester 2 360 exchange participants and graduating PhD or Masters students. Fees begin on the start date of your Residential Agreement, even if you move in later. "Semester One" means the accommodation term end date for your residence.

Situation	Withdrawal conditions
End the agreement at the end of Semester One by giving at least four weeks' written notice.	\$400 early withdrawal processing fee. Discuss and follow procedures with Accommodation Management. - If notice is less than four weeks before the Semester One end date, up to four weeks' accommodation fees may apply, based on notice timing. - For a 52-week agreement with a different fee from a 42-week Academic Year agreement, the rate difference applies from notice until the end of Semester One or the end of the period for which accommodation fees are payable, whichever is later.
Withdraw early while remaining enrolled at the University, other than the Semester One situation above.	\$400 processing fee; follow Accommodation Management procedures. - Charge of up to eight weeks' accommodation fees as determined by the Residence Manager and Head of Operations.
Withdraw early and cease to be enrolled at the University.	\$400 processing fee; follow Accommodation Management procedures. - Charge of up to four weeks' accommodation fees as determined by the Residence Manager and Head of Operations.
Withdraw after completing a PhD, Research Masters or GSM Masters programme, when no longer enrolled.	Notify Accommodation Management at least four weeks before the intended end date. Otherwise, a charge of up to four weeks' accommodation fees may apply.
Withdraw on acceptance into a Semester 2 360 Exchange Programme.	Provide evidence of confirmed acceptance and written notice of intention to vacate at the end of Semester One. Give as much notice as possible.
The University terminates the Residential Agreement.	Pay the lesser of four weeks' accommodation fees or fees that would have been payable until the end of the semester. Other rights under the Residential Agreement remain available.

3. Student Visa Withdrawal Conditions

You are responsible for ensuring you have, or can obtain, the appropriate visa to study and reside in New Zealand. You may accept accommodation before visa approval, but doing so is at your own risk and does not delay or suspend financial obligations.

If your visa is not approved by the start date of your Residential Agreement, your agreement still starts on that date. **Accommodation fees are charged from the start date of your Residential Agreement according to the agreed payment schedule**, whether or not you have arrived in New Zealand or moved in. Visa processing delays do not defer fees. You remain responsible until the agreement ends or withdrawal is processed under this policy.

If you withdraw because your visa has been delayed, declined or not obtained, the full deposit is forfeited before the start date of your Residential Agreement. After that date, the full deposit is forfeited and accommodation fees remain payable from the start date of your Residential Agreement through the effective withdrawal date, plus other applicable charges. Fees already payable are not waived or refunded because you lacked a visa, had not travelled or had not moved in. If your visa is later approved and you move in, fees remain payable from the original agreement start date.

4. Residency Period Change Conditions

For 52-week agreements from February 2027 to February 2028, requests to change between a calendar year and an Academic Year Residency Period must be made within eight weeks of the start date of your Residential Agreement. Later changes cannot be accommodated.

Situation	Withdrawal conditions
Request a change on receiving an offer, before accepting it.	The offer is cancelled; your application is amended and placed on the waitlist for reconsideration for the requested term.
Request after accepting an offer but before 5pm Sunday 17 January 2027.	The agreement is cancelled and the application returned to the waitlist. The deposit is held and reapplied if an amended offer is made. If no offer can be made, \$650 is refunded and the \$450 administration fee is not refundable.
Request after 5pm Sunday 17 January 2027 but before the start date of your Residential Agreement.	The agreement is cancelled and the application returned to the waitlist. The deposit is held and reapplied if an amended offer is made. If no offer can be made, the \$1,100 deposit is not refundable.
Request after moving in, within eight weeks of the start date of your Residential Agreement.	52-week to 42-week: \$600 change fee; pay the difference between rates for weeks completed before the request. The 42-week rate applies from processing until the end of your Residency Period. 42-week to 52-week: \$600 change fee; the 52-week rate applies when the updated agreement is issued and accepted. Fees already paid under the 42-week agreement are not adjusted.