

AXO Student Living Policy Statement

January 2021

Due to the current uncertainty of the global climate, AXO Student Living has received correspondence from a number of our residents choosing to move out of their rooms before their contracted check-out dates or to not move into their contracted rooms.

AXO has always had a commitment to maintain a high level of operations for the many students who are still at our locations as well as our responsibility to our staff and suppliers. As a result of this, as well as the flexible pre-arrival/contract start date cancellation policy that we have had in place since the start of the pandemic concerning matters around COVID-19, AXO will not be releasing students from their contractual obligations under the terms of the tenancy agreement, as our accommodation remains open.

However, we do understand that students may choose not to travel and therefore we are offering those students who have not yet moved in the option to move their current booking to a booking for the academic year 21/22 at no extra charge. We are sorry but if you have already moved in then this option will not be available to you.

If, for any other reason a student residing in any of our residencies is struggling to pay their Second and Third instalments of rent then we ask them to contact their relevant site as soon as possible in order to discuss the possibility of a flexible payment plan. This includes any students who have moved out and need to pay their next and final instalments with a payment plan.

Unlike many others across the UK, our business continues to operate for the wellbeing of the many students who are still staying with us and as such the AXO Student Living team are working tirelessly to make sure the building is maintained to the highest level of care and hygiene.