



## BOOKING / CANCELLATION PROCEDURE

**ONCE PRIMO RECEIVE THE DULY COMPLETED APPLICATION FORM, APPLICATION FEE PAYMENT (NON-REFUNDABLE), AND SUPPORTING DOCUMENTATION, THEY WILL :**

1. Carry out the necessary checks, and **WITHIN 7 DAYS** confirm **by email** your application has been successful\* and OFFER YOU the specific room you viewed or room category you have requested (where the applicant has been unable to view).

*\*If, for some reason, we need further information we will contact you to request this. Don't worry, this sometimes happens and we can work with you to sort things out.*

2. You need to reply to Primo's email to confirm you wish to take up Primo's offer of accommodation. **You must do this within 7 days of receiving Primo's offer\***. The date your email is received will be deemed the 'booking date'\*\*.

*\*If you do not confirm your booking within this period, the room will become available for someone else to book.*

**\*\*CANCELLATION / COOLING OFF PERIOD.** You have 14 days in which to cancel (by email) your accommodation booking should you wish to. The 14 day period will be calculated from the 'booking date' (see above).

- 3, Once the 'COOLING OFF PERIOD' has passed, Primo will raise your contract and send it for signature (by you and your guarantor, where applicable). Please read this document carefully, feel free to call us to clarify anything on the contract you are unsure of – 01204 360920. You need to post or email this back to us (**within 7 days**), duly signed\*, and keep a copy for yourself/your guarantor. We will have this document signed on behalf of the Landlord and email a copy to you for your records.

**\*Note: Unless we have this signed documentation on file, you will be unable to arrange a 'check in' appointment to collect your keys.**

### **MOVING IN**

In advance of moving in, Primo will contact you to advise of a) the move in dates and times available so that you can book a 'check in' appointment, and b) advise you of the monies to be paid on move in date (Deposit and 1<sup>st</sup> Instalment).