



Cancellation Policy - CozyStay Student Accommodation

Student residence. Hostel Plus. Studio.

Offshore bookings

Please note

- The placement will be finalised and the accommodation details sent out only after the invoice is paid and the proof of payment and flight details are sent over.
- Working days are Monday to Friday – 9:00 am - 5:00 pm, AET.
- Payments received less than two weeks prior to arrival are considered late and special requests may not be considered as the placement has to be finalised within a short time.
- Please note that all charges are applied in Australian dollars

Contacts cancellations and placements

Centralized department at Head Office	Email
Bookings	bookings@2stay.com.au

Emergency numbers- Airport Transfer

City	Emergency Number
Sydney	+61 401 337 723 / +61 414 324 744
Melbourne	+61 466 095 584 / +61 406 040 646
Brisbane	+61 433 715 211 / +61 434 642 900
Perth	+61 433 715 211
Gold Coast	+61 433 715 211/ +61 434 642 900





1. BOOKING CANCELLATION - VISA REFUSAL

- 1.1. For bookings cancelled before three working days prior the arrival date, there will be no charges.
- 1.2. A fee of \$350 will be charged, if the booking is cancelled with or within two working days prior to arrival.

The visa refusal documentation from the immigration department **must** be shown to avoid being charged the placement fee plus two weeks' accommodation.

2. BOOKING CANCELLATION - GENERAL

- 2.1. No charges will be applied if the booking is cancelled before two weeks prior to arrival.
- 2.2. A fee of \$350 will be charged if the booking is cancelled within two weeks and three days prior to arrival.
- 2.3. If the booking is cancelled with or within two working days prior to arrival, the placement fee plus two weeks' accommodation will be charged.

3. BOOKING CANCELLATION – ON OR AFTER ARRIVAL

- 3.1. If the booking is cancelled less than and up to two weeks after arrival, an email giving two weeks' notice must be sent to departure@2stay.com.au. The minimum stay must be respected at all times, and rent will be charged (for the entire minimum stay period) as well as the placement and airport transfer fees.
- 3.2. The key deposit will be refunded upon receiving the departure email and after a satisfactory check-out inspection.
- 3.3. Note that once the Guest is in Australia and has signed the guest agreement, this document will apply.

4. CHANGE OF DATES DUE TO VISA PROCESS

A notification must be sent three working days or more before the pre-arranged arrival date, and then, the following two options* apply:

- 4.1. Changing the arrival date for another in the future can only be done**.
A fee of \$350 will be charged if the change of date is notified two working days or less before the booked arrival date.

***Note: 2Stay will wait for your confirmation of the new arrival date, and the original place may no longer be available in the company or type of room initially booked. Then, the second-best option will be provided according to availabilities.*





- 4.2. Keeping the initial arrival date. The booking will be held as previously with the same location and type of room. However, the student will be fully responsible for the payment of this booking until visa approval.

**Note: These options must be requested. If the information regarding how you would like to proceed is not provided on time, the accommodation provider will assume a BOOKING CANCELLATION – GENERAL, and the fees as outlined above will be applied.*

5. CHANGE OF ACCOMMODATION

- 5.1. Within the first 48 hours after arrival, an email needs to be sent to the accommodation provider, expressing all the reasons why there is a need to be placed elsewhere. After an inspection of the original location by the accommodation provider to gather all the facts, a decision will be made, and the guest will be informed shortly after.
- 5.2. More than 48 hours after arrival, regardless of the reason, an email must be sent to the accommodation requesting to be reallocated. According to the availability, the provider will reply with the reallocation details, which will be effective after two weeks. Please note that 2 weeks notice is compulsory.

6. AIRPORT TRANSFER

- 6.1. No charges are applied for changes or cancellations made at least two working days before the prearranged arrival time/date. Please send notification by email.
- 6.2. For changes within less than 48 hours please call the emergency numbers and leave a voice message. If this is not done, 2Stay will not be responsible for the transfer, and no refund will be made.
- 6.3. Cancellations within less than 48 hours prior to arrival for airport transfers that are not made to the emergency number will not be refunded.
- 6.4. If the guest cannot locate the driver and makes their own way to the accommodation, no refund will be given. The guest must call our emergency numbers NOT 2Stay's office or agency / school's numbers, and follow the given directions (Airport Transfer Procedures).

