



PEACE OF MIND AT ATIRA

We know that students have lots of important things to focus on, so especially during this uncertain time, Atira are here to help make life less stressful.

We have put together a deferral and cancellation policy for new bookings commencing in 2020 that provides flexibility if you are impacted by COVID-19. This means you can secure your new home now, but with peace of mind that you can change or cancel your new booking without any financial impact*.

DEFERRAL

If you have a booking and are not able to arrive to Australia in 2020 because of COVID-19, you can defer your contract to 2021. The same terms of the original booking will carry forward to the Semester 1, 2021 booking, including the type of room you booked and even the same weekly rent.

CANCELLATION

If you need to cancel your booking with us for one of the reasons detailed below, all you need to do is email us 14 days before your contract start date and we will cancel your booking and provide a full refund of any fees paid.

We will provide flexibility to defer or cancel if you are impacted by any of the below reasons, all you need to do is provide supporting documentation:

- **Visa Denied** - if your visa application is rejected or the visa centre remains closed in your respective country
- **Flight Cancellation** - if your scheduled flight is cancelled and an alternate flight is not available
- **Intake Delay of University/Education provider** - if the start date of your course has been postponed to a later date or semester, or the university does not offer face-to-face learning
- **Travel Ban** - if there is a travel ban either in your country of origin or in Australia preventing you from travelling
- **Medical Condition** - in the unfortunate event that you or a close family member falls ill

Let us make it easy and help you plan your future at Atira.

*Flexibility and cancellation policy only applicable for new students booking in 2020. Full T&Cs apply.
Contact hello@atira.com for more.