

CANCELLATION POLICY



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If you cancel pre-references:

We will retain £600 as an administrative fee and refund £400 of the holding fee to you.

If you cancel post-references:

We will retain the full holding fee of £1,000 to cover the costs of remarketing the property.

If you cancel post-signature of the contract but prior to moving in:

We will retain the full holding fee and the damages deposit (4 weeks' rent) for the property.

If you cancel post-signature of the contract but your move-in date has passed:

We will retain the full holding fee, the damages deposit (4 weeks' rent) and your 1st rental payment for the property as a penalty.

Should the landlord cancel at any point during the application process:

We will refund the holding fee in full and any other monies paid to us to date.

DATA PROTECTION

How we use your data:

We collect the information on this form in order to be able you to use the building facilities i.e. activity room, gym, drawing room, dining room, terraces and for providing services such as private hire of the applicable facility, granting a licence for a have a pet or parking bay, postal delivery or granting access to you apartment when you are not there.

We may work with or you may have a direct relationship with our service providers to deliver these services. Your information may be shared with them in order to help us deliver the service.

Without your data you won't be able to use these above service or facilities

We won't keep this information for longer than is necessary, i.e. up to three months after the day of the event, for the length of your tenancy or as per the statutory requirements for financial and personal information.

Further information about how we use, share and otherwise process your personal data, and information about your rights can be found here: essentialliving.co.uk/handbook/.

If you have any questions, please contact us at yourdata@essentialliving.co.uk.