

Cancellation process of SSH Short Stay rooms

How it works

I want to cancel my booking

Did your rental period already start?

No

Does your rental agreement starts within 4 weeks (28 days)?

No

Answer: you can cancel your booking via My SSH, tab 'My bookings'.

Financial consequences: your first payment minus the cancellation fee and minus the reservation fee will be refunded. Have a look at My SSH, tab 'My bookings', for the current reservation- and cancellation fee.

Yes

Is the reason for cancellation because you have found another accommodation

No

Write a formal cancellation request to your educational institution if your request matches with [the terms and conditions article 11](#).

Is your request for cancellation approved by your educational institution?

Yes

Answer: SSH will receive a confirmation of your rental agreement termination from your educational institution.

SSH will terminate your rental agreement, with a notice period of one full month. That means your rental agreement remains until the last day of the next month.

Financial consequences: SSH will make a final invoice.

Yes

Is there a student from the same educational institution, student type and gender, with an approved SSH Short Stay registration, who is willing to take over the room for the remaining rental period?* And is the remaining rental period at least three months?

Yes

Answer: the rental agreement can be terminated on the day before the rental agreement of the new tenant starts.*

Financial consequences: the rent is due up until the new end date of your contract and you have to pay the cancellation fee and possibly cleaning costs. The SSH will make a final invoice and will refund possibly overpaid rent within 2 weeks, to the credit card you have used to make your booking.

**a termination notice of one month is required by the SSH, along with a confirmed booking of the new tenant.*

No

Answer: cancellation is not possible.

Financial consequences: SSH will ask you to pay the remaining rental until the end of your rental agreement.

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