

Accommodation Occupation Contract or Licence to Occupy – Early Release in Exceptional Circumstances Guidance

Reviewed: September 2025

Your Occupation Contract or Licence to Occupy

When you sign your occupation contract or licence to occupy (“your contract”), you are committing to the full fixed term. You are responsible for paying rent for the entire period of your contract.

There are only limited circumstances in which you may end your contract early:

- You have changed from full-time to part-time study (only full-time students are eligible to live in University accommodation).
- You have failed to meet progression requirements and are required to withdraw from your course.
- You have found an eligible replacement student to take over your contract. The eligibility of a replacement will be assessed by the Accommodation Team and must meet the following conditions:
 - The replacement must be a registered Bangor University student.
 - They must be on the same programme type as the departing student (first year for first year, returning student for returning student, postgraduate for postgraduate).
 - In some cases, the replacement may need to be the same gender as the departing student.
 - The replacement must not already live in University accommodation.
- You have experienced exceptional circumstances and the University, at its discretion, agrees to release you from your contract.

Exceptional Circumstances

The University recognises that sometimes unexpected situations arise after entering into an occupation contract or licence to occupy. Each case will be considered individually, but as a guide, exceptional circumstances are events or issues that:

- Were not known to you when you signed your contract, or
- Have developed since, and
- Are serious enough that, had you known about them, you would not have chosen to live in University accommodation.

Examples may include:

- Bereavement of an immediate family member significantly affects where you need to live.
- Compulsory military service or legal requirement to engage in military conflict.
- Being formally assessed as “unfit to study” or “unfit to reside” by the University.

- A change in your mental health, or a medical condition, where your current accommodation is considered detrimental. This must be supported by evidence from a registered medical professional, including an explanation of why, in their opinion and based on medical reasons, living in Halls is no longer suitable.

Where exceptional circumstances are accepted, you will normally be charged up to **28 days' rent** from the agreed departure date. If a replacement tenant moves in sooner (usually after a 72-hour cleaning period), your liability ends on that date.

If You Are Withdrawing from Your Course

If you are permanently withdrawing or temporarily suspending your studies, you must:

1. Complete a request to permanently withdraw or temporarily suspend your studies on the request centre in MyBangor
2. Agree on a departure date with the Halls Office.
3. Clean your room and kitchen, removing all possessions and rubbish.
4. Return your keys/cards to the Halls Office or Security Lodge.
5. Pay up to 4 weeks' rent from the agreed departure date, unless a new tenant moves in sooner.
6. If you have not moved into Halls, you will be charged until the:
 - the date you informed the University you are no longer attending, or
 - the date your withdrawal is processed.

Whichever date is the latter.

It is your responsibility to inform the Halls Office if you decide to permanently withdraw or temporarily suspend your studies.

Students Who Choose to Move to Non-University Accommodation or Do Not Move into Halls

If you choose to move from a University hall of residence into non-University housing, or choose not to move into Halls after signing the contract, while still under contract, you will remain responsible for paying accommodation fees for the remainder of the fixed term if your room remains unassigned.

If you can find an eligible replacement student who is new to University accommodation to fill the vacancy, you will be released from your contract effective from the date the replacement moves in after signing an occupation contract or licence to occupy for that room.

Process to Request Early Release

If you believe that your situation could constitute exceptional circumstances and wish to request early release from your occupation contract, you must do this by email from your Bangor University student email account, addressing correspondence to the Head of Residential Life.

Contact details:

- halls@bangor.ac.uk

Your request must include:

- Your student ID number and full name
- Details of your change of circumstances that clearly illustrate “exceptional circumstances”
- Any relevant supporting documentation

Requests are reviewed by the Head of Residential Life (or their nominee). A decision will normally be given within 14 working days of receiving your full request and evidence.

Evidence

In most cases, you will need to provide evidence to support your request for release. This must be:

- In English or Welsh, on official headed paper, and dated.
- Relevant to the reason for your request.

Where medical evidence is required, a letter from a registered medical professional should include:

- Details of the condition.
 - The date of diagnosis.
 - How the condition affects your daily life.
 - Why alternative University accommodation would not resolve the issue.
 - An explanation of why, in their opinion and based on medical reasons, living in Halls is no longer suitable.
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Complaints

If you are not satisfied with the outcome of your request or believe the University has not followed this guidance, you may proceed to **Stage 4 of the Residential Life [Customer Care Policy](#)**, or submit a formal complaint under the **Bangor University [Student Complaints Procedure](#)**.