

Payment & Cancellation Policy

Applies to bookings for the 2026 / 2027 academic year · Last updated 29 July 2026

01 How your booking works

Reserving a dormitory room through Dorm Booking follows five steps. Each step must be completed before the next one begins.

01 You pay the **Holding Fee** to open your reservation.

02 We contact the dormitory and confirm that a room matching your request is available.

03 We issue your **Pre-Acceptance Letter** (offer letter).

04 You pay **30% of the remaining balance** directly to the dormitory's bank account.

05 You pay the remaining **70%** according to your dormitory's own installment plan.

02 The Holding Fee

- The Holding Fee opens your reservation. Your application is processed only once we have received it.
- It is **not an additional charge**. It forms part of your total accommodation fee and is deducted from it.
- The amount differs from dormitory to dormitory. The exact figure for the dormitory you choose is shown on its page on dormbooking.com.

WHEN THE HOLDING FEE IS REFUNDED

If the dormitory you applied for is full and you are not satisfied with the alternative rooms or dormitories we offer, your Holding Fee is refunded in full. This is the only circumstance in which the Holding Fee is refunded.

03 Advance payment of 30%

After your Pre-Acceptance Letter is issued, you pay **30% of the remaining balance** — that is, 30% of your total accommodation fee minus the Holding Fee — directly into the dormitory's bank account, and send us the receipt.

Date your Pre-Acceptance Letter is issued	You must pay within
On or before 31 July	7 days
From 1 August onwards	2 days

IMPORTANT

If your payment does not reach the dormitory within this period, your room option is released automatically and the room may be given to another student.

Example — illustrative figures only

Item	Amount
Total accommodation fee	1,000 USD
– Holding Fee already paid	100 USD
= Remaining balance	900 USD
30% advance payment	270 USD
Remaining 70%	630 USD

04 The remaining 70%

The remaining 70% is paid according to the payment plan set by your dormitory. The number of installments and the due dates differ from one dormitory to another. Your plan is published on your dormitory's page on dormbooking.com and is stated in your Confirmed Accommodation Letter.

05 Who may stay

Dormitory accommodation is available to **registered students only**. You will be asked to provide proof of your student status before your booking is confirmed.

06 Cancellation and refunds

Everything depends on a single date: **15 September**. The date on which you notify us in writing determines which of the following rules applies.

6.1 Cancellation up to and including 15 September

This also applies if your student visa is refused, provided you send us the official refusal document.

- An amount equal to your **first month's fee** is retained.
- This amount is deducted from your **30% advance payment**, not from your Holding Fee.
- The remaining amount is **refunded to you within 7 days**.

Example — illustrative figures only

Item	Amount
30% advance payment already made	270 USD
– First month's fee retained	150 USD
= Refunded to you	120 USD

6.2 No check-in from 16 September onwards

If you do not check in or complete your registration from 16 September onwards, you remain liable for:

- your **first (current) month's fee**, and
- **50% of the accommodation fees for the remaining months** of your contract period.

This total is offset against the amounts you have already paid. Any shortfall is invoiced to you; any excess is refunded.

Example — a 10-month contract at 100 USD per month

Item	Amount
Current month (September)	100 USD
Remaining months, October-June (9)	900 USD
50% of the remaining months	450 USD
= Total you are liable for	550 USD

6.3 Force majeure

Epidemics, earthquakes, floods, border or country closures and comparable events are assessed individually and are not automatically subject to the rules above. Please contact us with supporting documentation.

07 Your documents

Your **Ön Rezervasyon Belgesi** (Conditional Reservation Letter) and **Kesin Konaklama Belgesi** (Confirmed Accommodation Letter) are the binding record of your booking. Your Confirmed Accommodation Letter may also be used as proof of accommodation in a visa or residence-permit application.

IN CASE OF CONFLICT

If anything in this policy differs from the terms stated in the documents you have signed, the signed documents prevail.