

## **Travel Pass Offer Terms and Conditions (2026/27 Academic Year)**

These Terms and Conditions apply to all Travel Pass offers available to qualifying customers who book accommodation for the 2026/27 academic year at participating Student Roost properties.

### Definitions

‘Travel Pass’ refers to a public transport travel ticket, card, or digital code (including, but not limited to, bus, tram, or metro passes) issued by a third-party travel provider and supplied to qualifying customers as part of this offer. ‘Issuing Organisation’ refers to the third-party provider responsible for issuing and managing the Travel Pass. ‘Offer Period’ means the period specified on the relevant property page during which qualifying bookings must be made to be eligible for this offer. Each offer remains valid until all Travel Passes have been claimed or the offer expiry date passes, whichever occurs first.

‘Qualifying Booking’ means a completed room booking at a participating Student Roost property for the 2026/27 academic year, subject to the offer-specific Eligibility Criteria described below and those on the relevant property page.

The maximum number of Travel Pass offers available at a property may be limited. Travel Pass offers may also vary by monetary amount or to a specific room type, details of which can be found on each relevant property page.

### 1. Eligibility Criteria

To qualify for a Travel Pass, a customer must:

- Complete a Qualifying Booking at a participating Student Roost property during the relevant Offer Period; and
- Enter the promotional code specified on the property page at the time of booking (if required); and
- Complete all booking requirements (accept the terms and conditions of Student Roost’s 2026/27 tenancy agreement, pay the deposit (if applicable), ensure that the guarantor signs and returns the Guarantee Agreement) for a minimum tenancy period of 40 weeks, and pay the rent instalments due under their 2026/27 tenancy agreement in cleared funds by the due date; and
- Check in to the relevant property at the start of the 2026/27 tenancy and not have given notice of cancellation; and
- Be aged 18 or over and enrolled in UK higher or further education.

Current customers who are in rent arrears or otherwise in breach of their tenancy agreement with Student Roost (whether current or prior) are not eligible for this offer.

## 2. Reward Details

Qualifying customers shall receive a Travel Pass issued by the Issuing Organisation, providing access to public transport services as detailed on the participating Student Roost property page. The number of Travel Passes available may be limited and will be allocated on a first-come, first-served basis. Travel Pass codes or activation instructions will be sent to qualifying customers by email, using the address provided during the booking process, no later than 23:59 BST on 31 October 2026, that the qualifying customer has:

- i. checked into the relevant property; and
- ii. fully complied with all steps and requirements described in paragraph 1 (Eligibility Criteria) above.

The Travel Pass is personal to the qualifying customer and is non-transferable. No cash or gift card alternative is available.

## 3. Restrictions

- Travel Passes cannot be exchanged for cash, credit, or alternative rewards.
- Only one Travel Pass will be issued per qualifying tenancy.
- Customers in dual occupancy rooms are entitled to one Travel Pass only.
- Travel Passes cannot be applied retrospectively to bookings completed before the relevant Offer Period.
- Travel Passes cannot be combined with other promotions unless explicitly stated.
- This offers excludes bookings made through a nomination agreement and referral agreement but includes a student referred via an Agent Agreement, unless explicitly stated on the property page.
- Student Roost reserves the right to substitute a Travel Pass with an alternative of equal value if, for any reason, it is unable to provide the advertised Travel Pass.
- If a customer cancels their 2026/27 tenancy agreement during the tenancy period they will forfeit entitlement to the Travel Pass.

## 4. Data Protection and Privacy

By making a Qualifying Booking, customers give their consent for their personal data – including full name, date of birth, email address, and postal address – to be shared with the Issuing Organisation for the sole purpose of issuing and administering the Travel Pass. Qualifying customers acknowledge and agree that:

- i. They will keep all access details or digital codes relating to the Travel Pass secure and

confidential; ii. They will not misuse or share those details with others; iii. Use of the Travel Pass is subject to the Issuing Organisation's own terms and conditions, and Student Roost accepts no responsibility for their operation or validity. Customers may withdraw consent for data sharing before their information is shared with the Issuing Organisation by contacting Student Roost at [privacy@studentroost.co.uk](mailto:privacy@studentroost.co.uk). Once shared, data subject requests must be directed to the Issuing Organisation, which acts as an independent data controller.

#### 54. General Terms

Rooms are subject to availability.

Student Roost accepts no responsibility for bookings not successfully completed during the Offer Period due to a technical fault, technical malfunction, computer hardware or software failure, satellite, network or server failure of any kind.

The Travel Pass is issued and managed solely by the Issuing Organisation, and Student Roost shall not be liable for any loss, damage, or inconvenience arising from its use or availability.

The decision to issue or withdraw the Travel Pass incentive is at the absolute discretion of Student Roost.

Student Roost reserves the right to amend, withdraw, or extend this offer at any time.

These terms are governed by English law and subject to the exclusive jurisdiction of the English courts.

Promoter: Student Roost, Alpha Tower, 14th Floor, Suffolk Street Queensway, Birmingham, B1 1TT.

#### **Version Control:**

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