

Refer a Friend Promotion Terms & Conditions

2027/28 Academic Year

1. Promoter

1.1 The promoter of this promotion is Acis Students, part of Acis Group Limited ("Acis Students").

2. Definitions

2.1 *Acis Students Online Booking System* means the online booking system used by Acis Students to accept applications for student accommodation.

2.2 *Application Period* means the period from the launch of the promotion until 23:59 on 31 August 2027.

2.3 *Booking Period* means the period during which a booking must be completed in accordance with the Acis Students Bookings and Cancellations Policy, ending no later than 23:59 on 31 August 2027.

2.4 *Completed Booking* means a booking completed in accordance with the Acis Students Bookings and Cancellations Policy for the 2027/28 academic year.

2.5 *Eligible Customer* means a customer who meets all eligibility criteria set out in these Terms and Conditions.

2.6 *Referrer* means an Eligible Customer who has completed a Completed Booking for the 2027/28 academic year and refers another Eligible Customer to Acis Students.

2.7 *Referee* means an Eligible Customer who has been referred by a Referrer and who completes a Completed Booking for the 2027/28 academic year.

2.8 *Relevant Academic Year* means the 2027/28 academic year.

2.9 *Incentive* means a £150 rent reduction applied to an eligible customer's rent account in accordance with these Terms and Conditions. The Incentive has no cash value, is non-transferable and cannot be exchanged for cash or any alternative benefit.

3. Incentive

3.1 The Incentive provides a £150 rent reduction for both the Referrer and the Referee.

3.2 The Incentive will be awarded where both the Referrer and the Referee satisfy all eligibility requirements contained within these Terms and Conditions.

3.3 The Incentive will normally be deducted from the second rent instalment due under the 2027/28 tenancy agreement.

3.4 Where the second rent instalment has already been paid when eligibility is confirmed, Acis Students may apply the Incentive to a later rent instalment or credit the customer's rent account.

4. Eligibility

4.1 The Referrer must complete a Completed Booking for the Relevant Academic Year.

4.2 The Referee must complete a Completed Booking for the Relevant Academic Year.

4.3 Both parties must complete their bookings by 31 August 2027.

4.4 Both parties must hold a tenancy agreement with a minimum duration of forty-four (44) weeks.

4.5 Both parties must provide a valid email address.

4.6 Both parties must check in to and occupy their accommodation.

4.7 A Referrer may make multiple valid referrals.

4.8 The promotion is limited to:

- The first fifty (50) valid referrals in Sheffield; and
- The first fifty (50) valid referrals in Nottingham.

4.9 Once the relevant limit has been reached, no further Incentives will be awarded.

4.10 The Referrer must hold a valid 2027/28 tenancy agreement when the Incentive is applied.

4.11 Only the first referral recorded for a Referee will be eligible.

4.12 The Referee must identify the Referrer during the booking process by providing the Referrer's full name. Referrals submitted after a booking has been completed may not be accepted.

4.13 The order of valid referrals will be determined by the booking system timestamp.

4.14 Both the Referrer and Referee must have booked directly with Acis Students.

4.15 Students whose tenancy is secured through a university nominations agreement, referral agreement, partnership agreement, clearing arrangement or any other third-party allocation process are not eligible for this promotion.

5. Exclusions

5.1 A customer will not be eligible if they are already a valid Referee under this promotion.

5.2 Short-stay bookings are excluded.

5.3 Semester-only bookings are excluded.

5.4 Bookings of less than forty-four (44) weeks are excluded.

5.5 Acis Students reserves the right to refuse eligibility where false, misleading or incomplete information has been provided.

5.6 Acis Students reserves the right to reject claims which do not comply with these Terms and Conditions.

5.7 Acis Students reserves the right to investigate any activity suspected to be fraudulent or abusive.

5.8 The Incentive cannot be used in conjunction with any other Acis Students promotion, offer, discount, incentive or booking scheme, including the Acis Students Group Booking Promotion.

5.9 A Referrer cannot claim a Refer a Friend Incentive in respect of any student who forms part of the same qualifying Group Booking.

5.10 Students participating in a qualifying Group Booking may only make referrals for students who are not members of their Group Booking.

5.11 Where a booking qualifies for both the Refer a Friend Promotion and the Group Booking Promotion, the Group Booking Promotion shall take precedence and no Refer a Friend Incentive shall be payable in relation to those students.

6. Tenancy Requirements

6.1 Both parties must take up residence and complete the full duration of their tenancy unless formally released in accordance with the Acis Students Bookings and Cancellations Policy.

6.2 Acis Students may recover the Incentive where it has been applied incorrectly or where eligibility is subsequently lost.

6.3 The Incentive has no cash value and is non-transferable.

6.4 Both the Referrer and Referee must be up to date with any rent payments due under their tenancy agreement at the time the Incentive is applied. Acis Students reserves the right to withhold the Incentive until the tenant account has been brought up to date.

7. General Conditions

7.1 Room changes, tenancy amendments or rebookings do not create additional entitlement to the Incentive.

7.2 Acis Students reserves the right to verify eligibility and request any information reasonably required to administer the promotion.

7.3 Acis Students reserves the right to withhold, withdraw or recover the Incentive where it believes these Terms and Conditions have not been met.

7.4 Acis Students reserves the right to disqualify any participant who attempts to abuse or manipulate the promotion.

7.5 Acis Students reserves the right to amend, suspend or withdraw this promotion at any time where it is reasonable to do so.

7.6 Any decision made by Acis Students regarding eligibility for the promotion shall be final.

8. Data Protection

8.1 Personal data supplied in connection with this promotion will be processed in accordance with the Acis Students Privacy Notice and all applicable data protection legislation.

9. Governing Law

9.1 These Terms and Conditions are governed by the laws of England and Wales.

10. Complaints Procedure

10.1 If you wish to raise a complaint about the services provided, you may do so via the Customer Feedback Policy complaints procedure, which can be viewed here: https://www.acisgroup.co.uk/workspace/pdfs/customer-feedback-policy_2.pdf

For any questions or clarifications, please contact:
SAM@acisstudents.co.uk

Promoter: Acis Group Limited, Acis House, 57 Bridge Street, Gainsborough, DN21 1GG.