



THE PARK LANE GROUP

REFUNDS POLICY



Refunds Policy

Sales Reservation Fee

(Sales Reservation Form Condition Section Refers)

- In return for the Purchaser paying the reservation fee, the Vendor agrees to reserve the property at the purchase price until the reservation expiry date.
- If the Purchaser cancels the reservation, the Vendor agrees to pay back the reservation fee less any reasonable administrative and other costs incurred in processing and holding the reservation (shown as estimated retention).
- The reservation deposit will be deducted as part payment of the outstanding funds due upon completion.
- The Purchaser agrees to notify their legal adviser and the Vendor in writing, prior to Exchange of Contracts what spoken statements, if any, they're placing material reliance upon.
- The Purchaser is responsible for all costs and expenses incurred by them in the purchase of the property, unless otherwise set out in the Reservation Agreement.

Please note: The Park Lane Group is not a credit broker or lender.

Rent & Other Related Payments, Security Deposits & Freehold Accounts

All charges are raised in accordance with your Tenancy Agreement / Licence / Lease / Management Agreement and thus NO refund of payment will apply EXCEPT where the entitlement is approved under Landlord & Tenant legislation and/or Government regulations.

Please refer to your relevant contract for further details.

Please note: If you have made an overpayment in error, please notify us as soon as possible and within 30 days of the payment being made.

Rental Application Holding Deposit

(Rental Application Form Section 6 Refers)

- The holding deposit is taken to enable both the Landlord and Tenant to demonstrate their commitment to enter into a Tenancy Agreement on the terms agreed whilst reference checks are undertaken**
- Payment of a holding deposit equivalent to one week's rent, is refundable, in the event you are not successful.
- If not successful, the holding deposit will be refunded within 7 days of the decision. A decision will be made usually within 14 days after the holding deposit is received unless agreed by both parties in writing for more or less than this.
- The Park Lane Group reserve the right to retain the Holding Deposit in the following circumstances:
 - You provide false or misleading information which reasonably affects our decision to let the property to you
 - You fail the 'Right to Rent' check
 - You withdraw from the property
 - You fail to take all reasonable step to enter into a Tenancy Agreement
- If a Holding Deposit is retained, The Park Lane Group will notify you in writing within 7 days of our decision.

****Subject to Contract**

All tenancies are Subject to Contact, the Landlords'/Agents' consent and satisfactory references.

Please note: This does not affect your statutory rights.

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Incorporating Park Lane Investment Properties Ltd, Registered in England No: 02928806, Park Lane Homes (South East) Ltd. Registered in England No: 04032168, Park Lane Developments (South East) Ltd. Registered in England No: 02968496, Park Lane Partnership Ltd. Registered in England No: 09438857, Park Lane Residential Properties Ltd. Registered in England No: 08796778, Park Lane Properties, Park Lane Residential Lettings, Registered Address of Ltd Companies: Park Lane House, 141- 145 Bohemia Road, St. Leonards-on-Sea, East Sussex TN37 6RL