NestArrival UK Refund and Cancellation Policy

Last updated: 11 November 2026 | Effective: 11 November 2026 | For homes to let in England

DRAFT for solicitor review. Items marked [S] need solicitor confirmation before publishing.

In simple terms: Tenants never pay us, so there is nothing to refund. Owners can cancel within 14 days, cancel subscriptions at any time, and claim a refund if no verified tenant starts a conversation about their listing during the plan.

1. Who this applies to

Tenants pay NestArrival nothing. Verification is free for everyone. This policy applies to owners who buy a plan. It sits alongside our User Agreement; if they conflict on refunds, this policy prevails.

2. Plan types

- **One-off plan:** you pay once and your listing is live for the period shown at checkout (for example 30 days) from the date it is approved. It does not renew.
- **Subscription (if offered):** renews at the end of each billing period at the price shown at sign-up until you cancel.

Payment is taken only after verification is approved. Your plan period starts when your Listing is approved, which may be after payment. Time spent waiting for verification is not a reason for a refund.

3. 14-day right to cancel (consumers)

3.1 If you buy a plan as a consumer, you have 14 days from buying it to cancel without giving a reason.

3.2 If you ask us to start the service straight away and then cancel within the 14 days, you pay for the service used up to that point, in proportion to the full plan fee, and we refund the rest.

3.3 Once we have fully provided the service you lose this right, but only if you asked us to start straight away and accepted that you would lose it. We show this clearly at checkout.

3.4 If you buy for business purposes, this right does not apply.

3.5 To cancel, use your account settings or email ashmitnehra@nestarrival.com or royal.singh@nestarrival.com.

4. Cancelling a subscription

You can cancel at any time from your account settings. Cancellation takes effect at the end of the current billing period, you are not charged again, and your listing stays live until then. We send renewal reminders as consumer law requires. We give at least 30 days' notice before a higher price applies, and you may cancel before then.

5. Listing guarantee: refund if no verified tenant enquires

5.1 You can claim a full refund of the plan fee if no verified tenant started a conversation about your listing in NestArrival chat during the plan period and the conditions in clause 5.3 are met.

5.2 A valid enquiry is a message from a verified tenant about the listing, sent in NestArrival chat during your plan period. Any enquiry counts, whether or not the tenant goes ahead. Automated messages, messages sent outside NestArrival chat and messages sent after your plan ends do not count.

5.3 To be eligible you must:

- have a verified account in good standing, with the listing approved and live for the whole plan period;

- have a complete and accurate listing, with real photographs, a single rent figure, all compulsory charges stated, and an up-to-date legal compliance upload;
- not have paused the listing, edited availability or rent in a way that reduced visibility, or removed the listing early;
- not have breached the User Agreement or been suspended; and
- claim from your account settings or by email within 7 days after your plan ends.

5.4 Our chat and listing records are the evidence of what was sent and when, and we treat them as accurate unless you show they are wrong. We decide your claim within 10 working days. If approved, we refund the full plan fee to your original payment method within 14 days of approval.

5.5 This refund is the only remedy if no tenant enquires. We do not promise any tenant will contact you, apply or rent your home. If we reasonably suspect abuse, we may limit refunds to one per owner in any 12-month period. [S] Check fairness under the Consumer Rights Act 2015.

6. Account closure and suspension

6.1 If we close an owner's account because of the owner's own serious breach, fraud or unlawful discrimination, we may keep the fee only to the extent it fairly reflects the service already provided and the costs and losses we can show. We refund any balance.

6.2 In every other case, including where we end or change the service or close the account for reasons that are not your fault, we refund the unused part of the plan fee in proportion.

6.3 If you close your own account, refunds are governed by clauses 3, 4 and 5 of this policy.

7. Changes to our terms

If you do not agree to a material change, you may close your account before the change applies, and we refund any unused part of a plan you paid for after the change was announced.

8. Failed payments

If a payment fails, we may pause your listing until it is paid. Fees are payable whether or not a tenant is found or a tenancy is agreed. We do not take a share of rent.

9. How we pay refunds

Refunds go to your original payment method. We refund within 14 days of approving a refund or of receiving your valid cancellation, unless the law says otherwise.

10. Your legal rights and complaints

Nothing in this policy limits your legal rights as a consumer. If you are unhappy with a refund decision, ask for a review by a different member of our team or use our Grievance Policy.

Solicitor checklist: fairness of refund conditions and the 7-day claim window; 14-day cancellation wording; subscription rules from January 2027; UK VAT treatment of refunds.