

## 2013–2014 ON-CAMPUS HOUSING CONTRACT TERMS AND CONDITIONS for Residence Halls, Frederiksen Court and Schilleter & University Village

Revised: February 2013

This document covers fall 2013, spring 2014 and summer 2014. Significant changes from the 2012-2013 terms and Conditions appear in **yellow**.

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### I. INTRODUCTION

This document establishes the Department of Residence (“DOR”) On-Campus Housing Contract (“contract”) Terms and Conditions (“terms”) for housing and dining service in all residence halls and the Frederiksen Court and Schilleter & University Village (SUV) apartments.

**THIS CONTRACT IS A LEGALLY BINDING AGREEMENT BETWEEN IOWA STATE UNIVERSITY (“ISU”) AND THE CONTRACT SIGNATORY (“RESIDENT”).**

It is the responsibility of the resident to become familiar with all provisions of this contract. Along with the terms, all policies and regulations outlined in the [ISU Dining Terms and Conditions and Policies](#), the [Policy Handbook for Residence Halls, Frederiksen Court and Schilleter & University Village](#), the [University Policy Manual](#), on the DOR website (<http://housing.iastate.edu/>) and on the ISU Dining Website (<http://dining.iastate.edu/>) are hereby incorporated into this contract and are binding on all parties.

No verbal statement by any party is considered a waiver of any term or condition, whether expressed or implied.

#### A. Contract Type

1. The DOR offers two types of contracts: Academic Year and Summer.
  - a. Academic Year contracts provide on-campus housing during the fall and spring semesters.
    - i. Academic Year contracts may begin the fall or the spring semester.
      - ai) Contracts that begin fall automatically include spring. Fall semester only contracts are not available. **Residents who leave ISU at the end of fall semester can request the spring portion of their contract be waived (section VI.E.7.).**
      - bi) Contracts that begin spring semester include only the spring semester.
    - ii. Academic Year contracts provide access to housing when classes are in session and during Thanksgiving and Spring breaks. During Winter break, all residence halls except Linden, Buchanan, Wallace and Wilson halls close and residents must vacate during this time. Frederiksen Court and SUV apartments remain open.
  - b. Summer contracts provide on-campus housing from the beginning to the end of the summer term.
    - i. Typically, Buchanan Hall, Frederiksen Court and SUV are the only areas available for housing during summer.

#### B. Contract Dates

##### 1. Contract Begin Dates

- a. Fall Semester – start dates for academic year contracts are as follows:
  - i. Frederiksen Court and SUV contracts begin **Saturday, August 17, 2013**. Check-in begins this same day.
  - ii. Residence Hall contracts begin **Thursday, August 22, 2013**. Check-in dates are as follows:
    - aii) **Tuesday, August 20, 2013** – newly admitted residents assigned to even numbered rooms
    - bii) **Wednesday, August 21, 2013** – newly admitted residents assigned to odd numbered rooms
    - cii) **Thursday, August 22, 2013** – all continuing residents
  - iii. **With the exception of summer residents who transition to fall housing, residents who receive keys to their fall on-campus assignment prior to the contract begin date are considered Early Arrivals and are subject to additional room fees (section III.B.2.).**
- b. Spring semester – all on-campus contracts begin **Thursday, January 9, 2014**. Check-in begins this same day.
  - i. **Early Arrival is not permitted at the start of the spring semester.**
- c. Summer semester – contract start dates vary according to session and student status. Please refer to the DOR website for detailed information.

##### 2. Contract End Dates

- a. Fall Semester - non-graduating residents who have cancelled the spring portion of their contracts (section VI.E.4.) must vacate their assignment by 3:00 pm on **Saturday, December 21, 2013**. Residents who graduate must vacate their assignment by 6:00 pm this same day.

- b. Spring Semester - non-graduating residents who will not continue in on-campus housing for summer must vacate their assignment by 3:00 pm on **Saturday, May 10, 2014**. Residents who graduate must vacate their assignment by 6:00 pm this same day.
  - i. Residents who will be continuing in on-campus housing will transition to their summer assignment **May 11 – 16, 2014**.
- c. Summer - At the end of summer, residents who will not continue in on-campus housing for the fall must vacate their assignment by 3:00 pm on **Saturday, August 9, 2014**.
  - i. Residents who will be continuing in on-campus housing will transition to their fall assignment **August 9 – 13, 2014**.

**C. Resident Type**

- 1. For the purposes of this contract residents are defined as follows:
  - a. Current Students are those students, living anywhere on- or off-campus, who attended ISU, were on waiver or were in the Admissions Partnership Program (APP) the semester prior to the start of the contract (not including summer). These students are eligible to select their own assignments during the Recontracting process.
  - b. New Students are those newly admitted students who will be attending ISU for the first time at the start of the contract or the summer immediately prior to the start of the contract. Also included are readmitted ISU students who experienced a one-semester or longer gap in on-campus residency that was not due to waiver. These students are not eligible to select their own assignments during Recontracting.

**II. ELIGIBILITY**

**A. On-Campus Housing Eligibility Requirements**

- 1. To be eligible to live in on-campus housing, individuals must be in good financial standing with ISU and must meet one of the following criteria:
  - a. The individual must be enrolled as a student at ISU and registered for at least 1 credit, or
  - b. The individual must be enrolled in the Admissions Partnership Program (APP). For APP information, please contact the ISU Office of Admissions at (800) 262-3810.
- 2. Individuals required to register under the Iowa Sex Offender Registry Law, Iowa Code Chapter 692A, are not eligible to live in university housing.
- 3. Residents found responsible for violations of the rules and regulations of the DOR set forth in the terms, the Policy Handbook or the Student Disciplinary Regulations, may receive a disciplinary sanction resulting from a judicial hearing, including possible termination of the contract (section V.).

**B. Neighborhood Eligibility Requirements**

- 1. Age eligibility is determined as of September 1, 2013 for contracts that begin fall 2013, February 1, 2014 for contracts that begin spring 2014 and June 1, 2014 for contracts that begin summer 2014.
  - a. **Wallace and Wilson Halls, Union Drive and Richardson Court**
    - i. These areas of campus are available to all eligible New and Continuing Students.
  - b. **Buchanan Hall, Frederiksen Court Apartments and University Village Apartments**
    - i. These areas of campus are available to all eligible New Students 19 or older and all eligible Continuing Students.
      - ai) Floors eight and nine of Buchanan Hall are available to all eligible New and Continuing Students 21 or older.
    - ii. SUV Single Student Apartments are located primarily in University Village. Apartments in Schilletter Village are reserved for Family Housing.
  - c. **Schilletter Village Apartments**
    - i. This area of campus is available to any eligible resident who is legally married, in a domestic partner relationship, and/or who maintains custody or visitation rights for children or other dependents.
      - ai) Occupants will be limited to the resident plus four family members and will include no more than three school-age children. Eligible family members include spouse, domestic partner, legal dependents, siblings and parents.
    - ii. Only one contract is permitted in each Schilletter Village apartment.
    - iii. SUV Family Housing Apartments are located primarily in Schilletter Village. Apartments in University Village are reserved for Single Student Housing.
- 2. **Exceptions to Neighborhood Specific Eligibility**
  - a. Athletes – Based on team-living requirements and the need for housing during summer and winter breaks, New Students 18 and under, who are members of specific ISU athletic teams, receive permission to live in Buchanan Hall, Frederiksen Court and SUV so they may live with upper-division team members. Only coaches may request this and permission is granted to teams, not individuals.
  - b. Siblings – New Students 18 and under, may request permission, in writing, to live with an older sibling in Buchanan Hall, Frederiksen Court or SUV. Permission will be granted only so long as the siblings live together.

**C. Special Populations**

- a. Postdocs – Postdocs must be registered for a minimum of one credit each semester in order to be eligible to live in on-campus student housing. If space is available, non-registered Postdocs may live in DOR Guest Housing, at the Guest Rate. Guest Housing is available only in Schilletter Village.

- b. ISU Affiliates – If space permits, ISU affiliates (i.e. ISU faculty, staff, or other individuals with a documented relationship with ISU) may live in DOR Guest Housing, at the Guest Rate. Guest Housing is available only in Schilleter Village. An ISUCard is required for consideration.

### III. FEES

#### A. Payment of Fees

1. Housing and dining fees are payable according to the university fee payment schedule. For information on payment options and consequences for non-payment please review the Accounts Receivable website: <http://www.public.iastate.edu/~u-bill/>.
2. Failure by the resident to pay fees does not constitute cancellation of this contract.

#### B. Assessment of Fees

1. All fees for housing and dining are assessed through the U-Bill.
2. For contracts submitted prior to the contract begin date, room and board fees begin to accrue on the contract begin date.
  - a. Early Arrivals (section I.B.1.a.iii.) are charged daily room fees beginning the date they check-in and accept possession of their keys, regardless of whether or not they actually begin living in the space.
  - b. Checking in after the contract beginning date does not result in a reduction of any fees.
3. For contracts submitted after the regular contract begin date, prorated room and board fees begin to accrue once the resident is assigned.
4. Should a resident leave on-campus housing, room and board fees will continue to accrue until the date that the resident checks out according to the procedures outlined in the Policy Handbook. Depending on the reason for departure, cancellation penalties may apply (section VI.).
  - a. Residents who check-out during Dead Week and Finals Week WILL NOT receive a refund of ANY fees.

#### C. Rates

1. Rates assessed for housing and meal plans vary depending upon the room assigned and dining options selected. Proposed rates for 2013-2014 are presented to the Board of Regents (BOR), State of Iowa, at the March meeting; final approval is made at the April or May meetings. Prior to final approval, residents may view the proposed rates on the DOR's Website. These are illustrative only and are subject to change with Board approval. The DOR website will be updated once approved rates are available.
2. The BOR reserves the right to change the approved contract rates during the term of the contract by giving a 30 day advance notice. If rates increase during the contract term, an e-mail notice will be sent to all impacted residents informing them of the change. Residents then have 30 days from the date of this notification to cancel their contracts without penalty.
  - a. BOR approval of the proposed rates does not constitute a rate change during the term of the contract.
3. Residents are required to pay the rate associated with their assignment. If, for any reason, the resident is required / chooses to move to a new location with a different rate, prorated charges / credits will be assessed to the resident's U-Bill to reflect the new rate.
4. **Residence Hall and Frederiksen Court Rates** – Residence Hall rates are billed prior to the start of each semester and include furnishings specified in the Policy Handbook, as well as all utilities including water, gas, electric, high-speed Ethernet, wireless internet, and expanded basic cable. Residents may use AccessPlus (<https://accessplus.iastate.edu/>) to contract for landline telephone service through ISU Telecomm.
5. **SUV Rates**
  - a. SUV rates are billed prior to the start of each semester and include garbage removal, water, high speed DSL internet, and expanded basic cable.
    - i. Monthly billing may be requested on-line in AccessPlus. The deadlines to request this option are: July 15, 2013 for fall, December 15, 2013 for spring and April 15, 2014 for summer.
      - ai) Some residents, including some scholarship athletes (as determined by Athletics) and residents who have had non-payment issues (as determined by the Accounts Receivable office), may not be permitted to exercise this option.
  - b. Residents are billed monthly for electricity used, as recorded by the apartment electric meter, with a minimum charge of \$5.00 per billing period. Natural gas is contracted and paid for by the residents through Alliant Energy. Residents may use AccessPlus to contract for telephone service through ISU Telecomm. Other items included in SUV rates are as follows:
  - c. The rate for University Village furnished apartments includes furnishings specified in the Policy Handbook.
  - d. The rate for SUV pet apartments includes additional monthly pet rent. This additional rent is non-refundable. It covers the normal maintenance and cleaning associated with an apartment where pets are present. It does not cover excessive damage.
  - e. The rate for SUV family apartments includes Ames Community School District tuition.
    - i. The DOR is assessed and will pay tuition to the Ames Community School District for up to three (3) school aged, legally dependent children residing with any contracted resident in family housing.
    - ii. To be eligible, these children must be listed on the housing contract at the time it is submitted. It is the responsibility of the resident to notify the SUV Office, in writing, of any changes in child status that occur after the contract has been submitted.
    - iii. Any tuition charges assessed to the DOR for dependent children not indicated on the contract or reported to the SUV Office, or for more than three children in one apartment, will be charged to the contracted resident.
  - f. All Schilleter Village family apartments are designated as **PRIVATE**. Only one contract is permitted per family.
  - g. In two-bedroom University Village apartments, single student residents may contract for the unit as **PRIVATE** or **SHARED**.

- i. Residents selecting an SUV pet apartment are required to contract as Private unless they are part of a roommate group, regardless of pet ownership. In the event that a roommate moves out of a pet apartment, the apartment will revert to Private and will remain Private until the remaining resident, regardless of pet ownership, identifies a new roommate.
- ii. SUV single student residents in **PRIVATE** apartments do not have a roommate and pay full rent and utilities.
  - a) Residents in Private units may request, in writing, a switch to Shared by no later than August 1, 2013 for contracts that begin fall 2013; December 15, 2013 for contracts that begin spring 2014; and April 15, 2014 for contracts that begin summer 2014.
  - b) After these deadlines, residents may request to switch from Private to Shared only if they have identified their own roommate. Rent and electricity costs will be divided in half as of the date the second resident officially checks in.
- iii. SUV single student residents in **SHARED** apartments agree to have a roommate.
  - a) Each resident pays half of the rental rate and half of the cost of electricity usage. Shared arrangements for payment of telephone and natural gas are at the discretion of the assigned residents.
  - b) In Shared apartments with only one assigned resident, all utility costs are paid by the assigned resident.
- iv. Residents in Shared units may request a switch to Private at any point prior to being assigned a roommate. Full rent charges will begin as of the date the resident submits their written request or when a vacancy occurs in their apartment, whichever happens last.

#### D. Other Fees

1. **Dues** - All on-campus residents are assessed student government / community council dues as outlined in the Policy Handbook.
2. **Prepayments** – New, undergraduate students are required to pay a \$125 housing prepayment and one-time \$10 non-refundable processing fee as part of their Admissions acceptance fee.
  - a. The prepayment is applied in January 2014 to spring room and apartment fees. For contracts initiated after this date, the prepayment is applied at the same time room fees are assessed.
  - b. Cancellation of the contract after the cancellation deadline (section VI.B.) will result in loss of the prepayment.
3. **Damages / Vandalism** - Residents are responsible for the conditions of their assigned space and associated common areas. Charges will be assessed for areas kept in poor physical condition and requiring non-routine service from maintenance and custodial staffs. Residents will be held equally responsible for damages / vandalism that cannot be attributed to a specific roommate or community member.

### IV. GENERAL

#### A. Assignments

1. This contract is for an assigned space and not for a specific building/hall, house or apartment/room number.
2. Current Students select their own fall assignments during Recontracting, held during the preceding spring semester.
  - a. For Current Students with active contracts who have not selected an assignment by March 1, the DOR will terminate the contract on March 1 so the resident can avoid the cancellation penalty (section VI.D.).
  - b. For Current Students who contract between March 2 – April 15 and who do not select their own assignment or cancel their contract by April 15, the DOR will make an assignment for the resident. This assignment will be at the discretion of the DOR staff.
  - c. Current Students who contract April 16 or later no longer have the option of selecting their own assignment. They will be asked to indicate preferences on their contract and will be assigned as part of the New Student process.
3. New Student contracts become available July 1 of the preceding year (i.e. July 1, 2012 for 2013-2014 contracts). To submit a housing contract, New Students must first accept their admission to ISU.
  - a. Assignments are based on preference requests, roommate requests and the availability of housing types. Space limitations may prevent a specific housing and roommate request from being honored. New Students are asked to submit their Learning Community, roommate and room preferences at the time they submit their contract. Preferences can be changed any time prior to the time assignments are made. Changing preferences does not impact contract priority date.
  - b. Assignments are made on a first-come, first-served basis with priority being determined by the date that a student's completed contract is received by the DOR. It is **STRONGLY SUGGESTED** that New Students submit their housing contracts on-line using Access Plus.
4. The University may alter a resident's assignment to comply with the American Disabilities Act (ADA), disciplinary reasons, catastrophe, renovation or closing of facility, consolidation of vacancies, unavailability of space, roommate incompatibility or any other reason determined by the University to be of benefit to the resident or University.

#### B. Failure to Accommodate a Roommate

1. Residents assigned to rooms, suites and apartments that are not filled to capacity, and who have not been given permission to have their assignment as a Double as Single, Triple as Double or Private Apartment, are required to keep the vacant space ready for a new roommate at all times. A clean, clear and equitable amount of space must be available, including bed, closet, desk, and floor space. In locations with bathrooms and/or kitchens, this includes shelves, cupboards, counters and appliances.
  - a. Residents who do not maintain the vacant space in their room / suite / apartment clean and available and/or who refuse to accept a new roommate when one is assigned will face the following consequences:
    - i. The vacant spaces will be converted to a Double as Single, Triple as Double or Private Apartment retroactive to the start of the contract or the date the vacancy occurred, whichever came first. The remaining residents will be responsible for paying the additional fees associated with that assignment status. This status will remain effective until such time that the residents find their own roommates.

- ii. The DOR, based upon occupancy levels, may opt to terminate the contract of the resident, in which case the resident will be responsible for all applicable penalties according to the date of termination (section V.).

### C. Room Use

1. Except as indicated in section VI.F. of this contract, residents are not permitted to give their assignment to another student.
2. Residents cannot use their rooms for commercial purposes.
3. Residents are responsible for all of the furnishings and appliances in their rooms/apartments, which must be in place and in their original condition when the resident checks out.
  - a. In rooms where a Double as Single or Triple as Double has been approved, the DOR will not remove or store furniture from the room. It is the resident's responsibility to ensure that all original furniture is in place at the time check-out.
4. Room personalization/modifications may only be made according to the DOR guidelines published in the Policy Handbooks.

### D. Assignment Changes

1. Residents may, without penalty, change their assignment to any available on-campus location for which they are eligible.
  - a. Single student residents wishing to move to a **Residence Hall, Frederiksen Court or University Village Single Student** assignment may use AccessPlus to view available vacancies and select a new assignment.
    - i. At specific times of year, AccessPlus will not be available for administrative reasons. During these times, AccessPlus will display the next assignment change availability.
  - b. Residents contracted as family who wish to move to/within **Schilleter Village Family Housing** may email their request to the SUV office ([apartments@iastate.edu](mailto:apartments@iastate.edu)).
2. Residents who make an assignment change in AccessPlus may check-in at the Hall Desk / Apartment Community office associated with their new assignment no earlier than 12:00 noon the following day.
3. All assignment changes must be completed within 72 hours from the time the resident receives their new keys. Failure to complete the move within 72 hours may result in forfeiture of the new assignment and/or improper check out/in charges.
4. Following an assignment change, the resident will be accountable for the meal plan requirements associated with the new assignment.
  - i. If a Semester Meal Plan is required in the new area, the resident must select a plan in AccessPlus within seven days or he/she will be given the Gold Plan.
  - ii. If a Semester Meal Plan is optional in the new area, the resident may cancel his/her Semester Meal Plan, even if the Meal Plan Cancel Deadline has already passed (See ISU Dining Terms and Conditions and Policies). The resident will be required to keep any Dining Dollar\$ that have already been issued.
5. Residents who make an assignment change are required to pay the (prorated) rate associated with the new assignment (section III.C.3.).

### E. Liability

1. Although ISU will make reasonable efforts to protect resident property, neither the university nor the DOR is in any way liable for the loss or theft of, or damage to, any property belonging to or for injuries sustained by residents and/or their guests. Residents shall not hold ISU responsible for damage or injury that may be sustained by the resident caused by breakage, leakage, or obstruction of pipes, and from other latent defects not known to ISU. The DOR and ISU recommend that residents obtain rental insurance if they are not covered by their parent's homeowner's policy.

## V. CONTRACT TERMINATIONS

### A. Termination Reasons

1. Term / Policy Violation – The University may terminate a resident's contract at any time for violation of the contract terms or DOR / University policy. In the event that the University terminates a contract, the resident will be responsible for the applicable penalties.
2. No Show – Contracts will be terminated for residents who do not check in to their assignments by 5:00 p.m. on Monday of the first week of classes and who do not notify the DOR that they will be arriving late. If the resident enrolls or remains enrolled he/she will be responsible for all applicable penalties (section VI.D.). If the resident does not enroll, penalties will be the same as if the resident had withdrawn (section VI.E.2.).
3. Loss of Eligibility – Contracts will be terminated for residents who become ineligible to live on-campus (section II.A.). The resident will be responsible for all applicable cancellation penalties.
  - a. Residents who become ineligible to live on-campus due to lack of enrollment, may request, in writing (e-mail preferred to [housing@iastate.edu](mailto:housing@iastate.edu)), a one-time only exception to the enrollment requirement. The request should contain the resident's full name, ISU ID number and e-mail address and rationale as to why permission is being sought. The request should also be accompanied by any necessary supporting documentation.
  - b. Once all materials are submitted, they will be reviewed and a decision will be communicated, via e-mail, within 10 business days of request submission. In some instances, more information may be asked for, in which case, a decision may take more than 10 days.
  - c. Permission will not be granted for residents in poor financial standing with ISU or who have been disruptive to the residential community.
  - d. If permission is granted, the following will apply during the exception period:
    - i. The resident will remain responsible for following all ISU and DOR policies.
    - ii. If the resident's presence is determined to be disruptive, he/she will be asked to leave on-campus housing immediately. This determination is at the discretion of DOR.

- iii. Outside of housing and dining, no other on-campus services will be available to the resident. This means he/she will not be able to use the services of the Counseling Center, Student Health Center, etc.
- iv. The resident forfeits the opportunity to cancel the current housing contract without penalty.
- e. This option is not available to Postdoctoral Research Associates (Postdocs) or ISU Affiliates. Please see section II.C. for more information on housing options for these groups.

#### B. Termination after Check-In

1. If contract termination occurs prior to check-in, the resident will not be permitted to check-in.
2. If contract termination occurs after the resident has checked-in the DOR will send the resident notification via email/campus mail. The resident must properly check-out of his/her space, according to the procedures outlined in the Policy Handbook, by the deadline indicated in the notification. Failure to properly check-out by the provided deadline will result in the following:
  - a. All residential locks to which the resident has keys will be changed at the resident's expense and all residential electronic building access will be revoked from the residents ISUCard.
  - b. The resident will be charged a \$50 administrative fee for improper check-out.
  - c. The resident's belongings will be considered abandoned and will be removed from the premises. The resident will be charged for removal and disposal, with a minimum charge of \$50. The DOR will hold items for 30 days, after which time they will be sent to Asset Recovery.
  - d. The resident may also be charged for any cleaning, maintenance or damage.

## VI. CONTRACT CANCELLATION

### A. Method

1. **UNDER NO CIRCUMSTANCES WILL VERBAL CANCELLATIONS BE ACCEPTED.** Notification of cancellation may be submitted as follows:
  - a. AccessPlus – On the Student Tab, select Campus Housing, then the term for which the cancellation is intended. Click the link titled “Cancel my housing contract” and follow the instructions on subsequent screens.
    - i. Some New Students may not yet have access to AccessPlus and will need to submit a 2013-14 Housing Contract Cancellation Form.
  - b. 2013-14 Housing Contract Cancellation Form – Available on the DOR website, this form and any accompanying documentation may be submitted via the methods indicated on the form. If mailed, the postmark on the envelope will be considered the date of cancellation.
  - c. New Students cancelling *both* their ISU admission acceptance *and* housing contract should notify only the Office of Admissions. The housing contract will be cancelled using the Admissions cancellation date. Cancellation must be received by Admissions on or before the stated Cancellation Deadlines (section VI.B.) to avoid penalties (section VI.D.).
    - i. **Please Note:** Notifying an ISU dean, professor or academic advisor is not sufficient to cancel the housing contract or admission to ISU. Direct, written, notification to the Office of Admissions is ***strongly suggested***.

### B. Deadlines

1. Residents who cancel their contract on or before the following dates may do so without penalty. **CANCELLATION AFTER THESE DATES WILL RESULT IN SUBSTANTIAL CANCELLATION PENALTIES** (section VI.D.).
  - a. For residents with a contract for the full academic year, including students on waiver for the fall portion of the contract (section VI.E.7.), the cancellation deadline is:
    - i. **March 1, 2013** for Continuing Students (section I.C.1.a.)
    - ii. **May 1, 2013** for New Students (section I.C.1.b.).
  - b. For residents with a contract beginning the spring 2014 semester, the cancellation deadline is **November 1, 2013**.
2. Residents who submit a contract after the associated cancellation deadline has passed will have **two weeks (fourteen days)** following the receipt date of their contract to cancel without penalty.

### C. Check-Out Procedures

1. For residents who leave housing after checking in to their assignment, submitting a notification of cancellation does not automatically cancel the contract. The resident must also complete a proper check-out according to the procedures outlined on the DOR website.
2. Room and board fees will continue to accrue until the date the resident officially checks out. Failure to complete a proper check-out will also result in a \$50 improper check-out charge, lock change charges and/ or cleaning, damage, and maintenance charges.

### D. Penalties

1. Residents who cancel their contract after the Cancellation Deadlines and **remain a student at ISU** (section VI.B.) will incur the following penalties:
  - a. **80% Penalty** – The resident will be required to pay 80% of the remaining value of the entire contract – both housing and dining (if applicable). This could be as high as \$9500 depending upon assignment and selected meal plan. **Unassigned residents will be charged \$3132 (80% of the value of a Wallace-Wilson double room).**
    - i. Residents who cancel their housing and remain enrolled at ISU may opt to keep their meal plan. In this case, the cancellation penalty will be applied only to the housing portion of the contract.



- ii. If the resident is assigned to an area where a Semester Meal Plan is required, the resident is required to maintain a Semester Meal Plan for the remainder of the contract period. If the resident chooses to cancel the Semester Meal Plan or change to a Meal Block, the original cancellation penalty will be applied to the remaining value of the plan.
  - b. Forfeiture of Prepayment – Those residents who are required to pay the \$125 prepayment (section III.D.2.) will forfeit the \$125 prepayment.
2. Subsequent actions during the contract term - including graduation, withdrawal, or academic dismissal by the university - are not grounds for a reduction or refund of a previously billed cancellation penalty.
- E. Contract Penalty Exceptions**
1. In the following situations, residents must inform the DOR of their intent to leave on-campus housing. As part of that notification, individuals may request an exception to / reduction of cancellation penalties (section VI.D.). In each case verification/documentation is required.
- 2. Academic Dismissal, Transfer, or Withdrawal**
- a. Residents who are no longer enrolled at ISU are not eligible to live on-campus (section II.A.) and their housing contracts will be cancelled.
    - i. 80% Penalty – Waived. There is no refund of previously issued meals or Dining Dollar\$ unless the withdrawal is medically based.
    - ii. Prepayment – Forfeited (if paid).
  - b. Residents who re-enroll the same semester they have cancelled may be responsible for the 80% penalty based upon the original date of cancellation.
- 3. Financial**
- a. Residents must submit documentation that verifies a significant, unforeseen, and uncontrollable decline in the resident's financial status since the applicable cancellation deadline (section VI.B.) has passed. If approved, cancellation penalties will be applied as follows:
    - i. 80% Penalty – Waived. There is no refund of previously issued meals or Dining Dollar\$.
    - ii. Prepayment – Forfeited (if paid).
- 4. Graduation at the End of Fall Semester**
- a. Residents who graduate from ISU in December must notify the DOR (via AccessPlus) of their intent to leave housing at the end of the fall semester. Actual graduation will be verified by the DOR via university records. If verified, cancellation penalties will be applied as follows:
    - i. 80% Penalty – Waived. There is no refund of previously issued fall semester meals or Dining Dollar\$.
    - ii. Prepayment – Refunded (if paid).
  - b. Eligible residents who opt to continue their contract beyond graduation forfeit their graduation status for the remainder of the contract.
- 5. Medical**
- a. Residents must submit a physician statement that verifies a medical issue that cannot be accommodated in on-campus housing. The DOR may request clarifying information from the physician and/or seek opinion from the Thielen Student Health Center. If approved, cancellation penalties will be applied as follows:
    - i. 80% Penalty – Waived. Unless the medical situation has a dietary component, there is no refund of unused meals or Dining Dollar\$.
    - ii. Prepayment – Forfeited (if paid) unless the medical issue was recent and unforeseen / uncontrollable by the resident.
- 6. Military Deployment**
- a. Residents must submit a copy of their military orders verifying a call to active duty. The DOR retains the right to request clarifying information from the commanding officer. If verified, cancellation penalties will be applied as follows:
    - i. 80% Penalty – Waived. Unused meals and Dining Dollar\$ will be refunded.
    - ii. Prepayment – Refunded (if paid).
- 7. Waivers**
- a. Contract waivers are available to those residents on a verified medical leave of absence or who are participating in one of the following ISU approved, for-credit opportunities located outside the city of Ames, IA: academic requirement, student teaching, cooperative program, internship, or study abroad.
  - b. Residents must submit a Waiver Form, available on the DOR website. If verified, cancellation penalties will be applied as follows:
    - i. 80% Penalty – Waived, but **ONLY FOR THE SEMESTER THE RESIDENT IS AWAY**. There is no refund of previously issued fall semester meals or Dining Dollar\$.
      - ai) Fall only waivers are required to return to housing for the spring semester. Failure to do so will result in an 80% penalty charge.
    - ii. Prepayment – Refunded (if paid) for spring semester and full academic year waivers only.
  - c. Residents on waiver will retain their Continuing Student assignment priority for the semester immediately following their waiver period.
  - d. Residents on waivers may retain possession of their assignment while away by paying the associated room rate and fees for the entirety of their absence. Residents who choose not to pay for their room during their absence are not guaranteed that space upon their return to campus.
- 8. University Affiliated (Greek) Housing**
- a. The locations designated as Greek Housing are determined by the Office of Greek Affairs.
  - b. For residents moving to Greek Housing, the cancellation deadlines (section VI.B.) are extended to **August 1, 2013**.

- i. For cancellations received by August 1, once the move to Greek Housing is verified by the Office of Greek Affairs, cancellation penalties will be applied as follows:
  - ai) 80% Penalty – Waived.
  - bi) Prepayment – Forfeited (if paid).
- ii. For cancellations received after August 1, standard cancellation penalties (section VI.D.) apply.
- c. After August 1, the DOR provides exceptions to the Office of Greek Affairs to allow some residents to move to Greek Housing at reduced penalties. Residents interested in this option should contact the Office of Greek Affairs for details and availability. **The DOR does not determine eligibility for, or distribution of, Greek Housing Penalty Reductions.**
  - i. For residents offered a Greek Housing reduced penalty, once the move to Greek Housing is verified by the Office of Greek Affairs, cancellation penalties will be applied as follows:
    - ai) 15% Penalty – The resident will be required to pay 15% of the remaining value of the entire contract – both housing and dining (if applicable). This could be as high as \$1730 depending upon assignment and selected meal plan. **Unassigned residents will be charged \$588 (15% of the value of a Wallace-Wilson double room).**
    - bi) Prepayment – Forfeited (if paid).

**F. Contract Assumption ~ FREDERIKSEN COURT AND SUV ONLY**

- 1. Residents who wish to cancel their contract and remain enrolled may avoid cancellation penalties by finding a non-contracted, eligible student to assume their contracts. The following conditions apply.
  - a. The resident must notify the DOR, **PRIOR TO CANCELLATION**, of his/her intention to find someone to assume their contract.
    - i. Once the resident cancels the contract, he/she forfeits the assumption option and will be responsible for any cancellation penalties assessed.
  - b. If the resident has not identified an eligible student to assume the contract, he/she may create a flyer (template available on-line) and submit it to the DOR office. DOR staff will post the flyer and refer interested, eligible students to the flyer; however the DOR assumes no responsibility for finding someone to assume the contract.
    - i. Prior to move-in, the resident will have until the first day of classes to find an eligible student to assume the contract. Otherwise, the resident must either check in to the assigned space or cancel his/her contract and be charged the cancellation penalty.
  - c. The resident cancelling the contract will be released from the contract once the assuming resident submits a contract and checks-in. At that time the new resident becomes responsible for all of the contract terms.
- 2. In Frederiksen Court, the resident assuming the contract must be the same gender as the remaining residents of the apartment.
  - a. In SUV shared apartments, the resident assuming the contract must be the same gender as the remaining resident of the apartment, unless the remaining resident agrees, in writing, to accept a roommate of the opposite gender.

**G. Appeal Process**

- 1. Residents who cancel their contract and who wish to appeal the cancellation penalty may do so according to the following process.
  - a. The cancellation penalty will remain on the resident's U-Bill during the appeal process and any late fees associated with the penalty are the responsibility of the resident.
- 2. **1<sup>st</sup> Level Appeal**
  - a. Residents interested in exercising this option must submit their appeal within 30 days of the penalty being assessed to their U-Bill.
  - b. All appeals must be submitted, in writing (e-mail preferred to [housing@iastate.edu](mailto:housing@iastate.edu), attention Contract Appeal).
  - c. The appeal must contain the resident's full name, ISU ID number and e-mail address as well as rationale as to why an exception to the cancellation penalty is warranted. The appeal should also be accompanied by any supporting documentation necessary.
  - d. Once all materials are submitted, they will be reviewed and a decision will be communicated, in writing via e-mail, within 10 business days of appeal submission. In some instances, staff may need to request additional information, in which case, a decision may take longer.
- 3. **2<sup>nd</sup> Level Appeal - The Contract Appeals Board**
  - a. If the 1<sup>st</sup> Level Appeal is denied, the resident may appeal to the Contract Appeals Board for additional consideration. The Contract Appeals Board meets a maximum of three times each semester.
  - b. Residents interested in exercising this option, must submit their appeal, in writing, within 10 business days of receipt of the 1<sup>st</sup> Level Appeal decision. 2<sup>nd</sup> Level Appeals should be addressed to: The Contract Appeals Board, Department of Residence Administrative Office, 2419 Friley Hall, Ames, IA 50012-0003.
  - c. This appeal should contain all of the information included in the 1<sup>st</sup> Level Appeal along with any additional information / documentation. The Board will review all submitted materials, including copies of the original 1<sup>st</sup> Level Appeal submission and decision.
  - d. The decision of the Board will be communicated in writing to the resident within 10 business days of the Board's meeting. The decision of the Board is final and may not be appealed.



## VI. DINING

### A. Meal Plans

1. For a complete listing of available meal plans please visit the ISU Dining Website.
2. Changes in ISU Dining or the types of Meal Plans offered do not constitute a breach of this contract and cannot be considered as basis for cancellation.

### B. Dining Terms and Conditions

1. It is the resident's responsibility to become familiar with the ISU Dining Contract Terms and Conditions and Policies.

### C. Residential Meal Plan Requirements

1. Fall and Spring Semesters
  - a. Residents assigned to the Union Drive and Richardson Court neighborhoods and Buchanan Hall are required to contract for a meal plan. Residents who do not select a plan will be assigned the Gold Plan.
  - b. Residents assigned to Frederiksen Court, SUV and Wallace and Wilson halls are not required to contract for a meal plan. However, because of the variety of plans offered and the convenience and value that meal plans present, many residents still opt to purchase a plan.
2. Summer Term
  - a. ISU students who contract to live in summer housing are not required to contract for a meal plan regardless of assignment.
    - i. This does not apply to summer conferences attendees or special program participants who may have meal plan requirements as part of their program participation.