

IOWA STATE UNIVERSITY

Department of Residence

2006-2007 HOUSING CONTRACT TERMS AND CONDITIONS for Family Housing Schilleter Village and University Village

I. INTRODUCTION

This document establishes the Department of Residence ("DOR") Housing Contract ("contract") Terms and Conditions ("terms") for housing and dining service in family housing located in Schilleter Village and University Village (SUV).

This contract is a binding agreement between Iowa State University ("ISU") and the contract signatory ("resident"). Along with the terms, all policies and regulations outlined in the Frederiksen Court, Schilleter Village and University Village Policy Handbook, the University Policy Manual and on the DOR and Dining Web sites are hereby incorporated into this contract and are binding on all parties. It is the resident's responsibility to become familiar with all provisions of this contract.

No verbal statement by any party is considered a waiver of any term or condition, whether expressed or implied, unless made in writing by the Director of Residence.

This contract is for the entire period indicated on the contract, either 9 months or 12 months. Actual check-in and check-out dates for specific residents are based upon assignment, classification, room plan (section IV.B.) and participation in Destination Iowa State.

A. 9 Month Contract

The nine-month contract provides access to the assigned space during the regular academic year, commencing at the beginning of the fall semester and terminating at the end of the spring semester.

B. 12 Month Contract

The 12-month contract provides access to the assigned space during the regular academic year and through the summer (relocation may be necessary). 12-month contracts commence at the beginning of the fall semester and terminate at the end of the summer term.

This contract is for an assigned space and not for a specific building, apartment or bedroom.

II. ELIGIBILITY

In order 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:

- The individual must be enrolled as a student at ISU
- The individual must be registered and enrolled in the Admissions Partnership Program, offered through ISU and Des Moines Area Community College.

Persons who are required to register under the Iowa Sex Offender Registry Law, Iowa Code Chapter 692A, are not eligible to live in University housing.

A. Family Housing Requirements

This area of campus is available to any eligible resident who is legally married, in a domestic partner relationship, or who maintains custody or visitation rights for children or other dependents.

If space permits, contracts for family housing may also be made available to ISU affiliated adults (i.e. ISU faculty or staff members or other individuals with a documented relationship with ISU) at a non-student rate; that is. An ISU ID number and card are required for consideration.

III. PAYMENTS AND RATES

A. Prepayments

1. Continuing Residents – In April, the university accounts of continuing residents (defined as residents maintaining unbroken residency [summer excluded] in university owned housing), will be assessed a \$125 prepayment. Payment is due by June 20th. This prepayment is applied in January to spring room fees. **Cancellation of the contract after March 3 will result in loss of the prepayment.**

- (a) For family housing, this is a change in practice from previous years. Previously, continuing family contracts were not charged prepayments. As a result, for the 2006-2007 contract period **only**, continuing family housing contracts will not be charged the prepayment. Beginning Fall 2007, all family housing contracts will be charged the prepayment.

2. New Residents - For new residents beginning fall 2006 or spring 2007, the acceptance fee paid upon acceptance of admission includes a \$125 housing prepayment and a one-time \$10 non-refundable processing fee. Residents who have not paid this fee will be billed through their university accounts. This prepayment is applied to spring room fees. **Cancellation of the contract after May 1 for a contract that begins the fall semester will result in loss of the prepayment. For contracts that begin the spring semester, cancellation of the contract after November 1 will result in loss of the prepayment.**

B. Payment of Room and Board Fees

1. All residents are assessed fees for housing and dining through their University Bill. All university fees are payable according to the university fee payment policy. A variety of payment plans are available. For information on payment plan options, contact the Accounts Receivable Office at ubill@iastate.edu or (515) 294-7388. Failure by the resident to pay fees does not constitute cancellation of this contract.
2. This contract is for an assigned space within SUV and not for a specific building or apartment. Residents will be assessed fees according to their contract term, their specific assignment and the meal plan they selected (if any).
3. Contracts initiated after opening day in the halls are prorated (including Dining Dollar\$ for Premium Cy and Cyclone Plus Plans) for the remainder of the term. Failure to take possession of a contracted space until after opening day will not result in a reduced rental charge, nor will meals and/or Dining Dollar\$ be prorated. For more information on meal plans and Dining Dollar\$ see <http://www.dining.iastate.edu/>.
4. In SUV, rent is billed at the beginning of each month and payment is due no later than the 20th of each month. Rent includes garbage removal service, water, DSL, and basic and expanded cable. Residents must pay for electricity used, as recorded by the apartment electric meter, at the rate set by the department, with a minimum charge of \$5.00 per billing period. Natural gas is contracted and paid for by the resident through Alliant Energy.
5. All rental payments will be applied in an aged fashion, that is, to the oldest outstanding balance first

C. Delinquent Payments

To remain eligible to live in on-campus housing, residents must remain in good financial standing with ISU and the DOR. Residents who are not in good financial standing or who fail to make payments in full, by the due date, are considered to be in violation of this contract, which may result in eviction from the residential facilities.

For every month that the current month's rent is not paid, in full, by the date due, the resident will be charged a \$20 late payment fee to their university bill. Special authorized payment arrangements, such as financial aid, will be taken into consideration prior to the application of the late charge.

Upon notification of delinquency by the DOR, meal service will be immediately suspended. No refund is issued for unused meals accumulated during the suspension period.

Upon notification of eviction by the DOR the resident must vacate his/her apartment within seven (7) days unless indicated otherwise in the notification. Failure to vacate will result in being changed at the resident's expense. Personal property left in the room/apartment is deemed abandoned and will be removed from the premises. The resident will be assessed charges to return the room to normal condition, including maintenance, cleaning, and the packing/storing of personal effects. The resident will be charged for the actual cost of removal and disposal of personal property, with a minimum charge of \$50. The DOR will hold items for 30 days, after which time they will be sent to Asset Recovery. The resident forfeits his/her prepayment and will be charged 80 percent of the remaining value of the contract.

D. Rates

1. Apartment rates and meal plan rates vary depending upon options selected and room assignment. Proposed rates for 2006-2007 are presented to the Board of Regents, State of Iowa, at their March meeting; final approval is made at the April or May meetings. Prior to final approval, residents may view the current year's rates on the DOR's Web site, <http://www.housing.iastate.edu>. These are for illustrative purposes only and are subject to change with Board approval. The DOR website will be updated as soon as the approved rates are available.
2. The Board reserves the right to change the contract rates during the term of the contract by giving 30 days advance notice. If rates increase during the term of the contract, an e-mail notice will be sent to all residents informing them of the change. Residents then have 20 days from the date of this notification to cancel their contracts without loss of prepayment.
3. Rates do not include payment for parking. Parking permits are purchased through the Parking Division of the Department of Public Safety.
4. If at any time the contracted resident ceases to be enrolled (with the exception of summer and post-docs) the rate charged will change to the non-student rental rate. Charging of the non-student rate will begin as of the date that the Registrar's Office indicates enrollment ended. For non-enrolled individuals paying the student rate for summer, failure to register and/or attend classes for fall will result in a retroactive charge of the non-student rate for the summer months.

E. Tuition for Dependent Children

The DOR is assessed and will pay tuition to the Ames Community School District for the legally dependent children residing with any contracted resident in family housing. To be eligible, these children must be listed on the housing contract. It is the responsibility of the resident to notify the SUV Office of any changes in child status that occur after the contract has been submitted. **Any tuition charges assessed to the DOR for dependent children not indicated on the contract or reported to the SUV Office will be charged to the contracted resident's university account.**

IV. GENERAL

A. Room Assignments

Continuing residents select their own assignments during the Recontracting Process, held during the preceding spring semester. New resident assignments are made on a first-come, first-served basis with priority being determined by the date that a resident's completed contract is received by the DOR. Specific assignments are based on individual preference requests, roommate requests and the availability of housing types. Space limitations may prevent a specific housing request from being honored.

1. The University may alter the 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 change determined by the University to be of benefit to the resident or University.

B. Apartment Types

1. Schilleter Village

Beginning Fall 2006, family housing will be restricted to Schilleter Village. All apartment buildings in Schilleter Village are co-ed. Maximum occupancy is limited to no more than four adults or two adults and three children. There is one type of Schilleter Village apartment available:

- (a) Schilleter 2 bedroom = 2 bedrooms per apartment.

2. University Village

Beginning Fall 2006, new family contracts will no longer be accepted in University Village. Families currently living in University Village will be permitted to remain in their current location. All apartment buildings in University Village are co-ed. Maximum family housing occupancy is limited to no more than four adults or two adults and three children. Maximum single student occupancy is one student per bedroom. There are two types of University Village apartments available:

- (a) University Village 2 bedroom = 2 bedrooms per apartment.
- (b) University Village 1 bedroom = 1 bedroom per apartment.

C. Room Use

All family housing apartments are unfurnished. Residents are responsible for the appliances in their apartments, which must be in place and in their original condition when the resident checks out of the room. Apartment personalization/modifications may only be made according to the DOR guidelines published in Policy Handbook.

Residents cannot use their apartments for commercial purposes.

Residents may not use vacant bedroom space unless they have signed an agreement to purchase the available space.

Maximum family housing occupancy is limited to no more than four adults or two adults and three children.

D. Apartment Subcontracting

1. Definitions

- (a) Contractee – The student who has executed a contract at SUV under the normal course of business. This is further defined as having executed a 12-month contract or a 9-month contract with 3-month extension for **SUV** contract that includes some portion of the time frame outlined above.

- (b) Subcontractee - The student who has been approved by the Department to enter into a subcontract arrangement, as defined above, with a Contractee.

2. **DURING THE ACADEMIC YEAR**, only residents who have contracted for and are assigned to specific apartments may reside in the apartment. Residents are not permitted to sublet their apartments.

3. **DURING THE SUMMER MONTHS ONLY**, those SUV residents who have 12 month contracts, or 9-month contracts with a 3-month extension, may subcontract the space to which they are assigned subject to the following conditions:

- (a) The subcontract must begin no earlier than spring semester finals week and must end on or before the Saturday of summer graduation. The subcontract period will not exceed three (3) months in duration, in any case. The subcontract is for the specific space identified. It cannot be exchanged.
- (b) Only those individuals who meet eligibility requirements to live within the ISU residence system (section II) will be approved for subcontract status. All subcontracts are subject to the approval of the DOR. The sole purpose of this approval is to ensure the eligibility of the proposed Subcontractee to contract within the ISU residence system. To be valid, all subcontracts must be executed on the DOR's subcontract form, signed by the Contractee, the Subcontractee and the DOR.
- (c) The Contractee remains obligated and responsible for payment of rent due, physical condition/security of the apartment, any charges relating to damage incurred during the subcontract and all other contract Terms and Conditions currently in place. The DOR will look solely to the Contractee for any and all amounts due under the contract. Subcontractee will be held responsible for any damages outside the apartments and all charges, fees, or fines attributable to their behavioral conduct.
- (d) Any arrangement, agreement, or understanding as to payment of monies between Contractee and Subcontractee is solely a matter between these two parties. The approval of the DOR should in no way be construed as a guaranty of payment from the Subcontractee to Contractee.
- (e) The Contractee is solely responsible for recovering keys, cards and/or other DOR property from the Subcontractee upon termination of the subcontract.

E. Apartment Changes

Apartment changes during the term of the current contract are at the discretion of the DOR. Contracted residents may only change apartments within the property at the time that a new contract is signed for a future term. No apartment transfers will be granted during the two weeks prior to or immediately following the start of any semester. Cleaning or damage charges necessary to bring the vacated apartment to DOR standards may be assessed.

F. Liability for Personal Property or Injury

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 under parent's homeowner's policy.

V. CANCELLATION OF CONTRACT

A. Method of Cancellation

UNDER NO CIRCUMSTANCES WILL VERBAL CANCELLATIONS BE ACCEPTED. Any resident wishing to cancel his/her contract must submit written notification. All notifications must include the resident's full name and University ID. Requests may be submitted as follows. If mailed, the postmark on the envelope will be considered the date of cancellation:

U.S. Mail: Department of Residence E-mail: halls@iastate.edu FAX: 515-294-0623
Administrative Office
2419 Friley Hall
Ames, IA 50012-0003

B. Newly Admitted Students

1. Students newly admitted to ISU who wish to cancel *both* their housing contract and their admissions acceptance should notify the Office of Admissions. In this case, there is no need to notify the DOR separately. The housing contract will be cancelled automatically using the Admissions cancellation date. Cancellation must be received by the Admissions office on or before the stated Cancellation Deadlines (section V.C) to avoid penalties (section V.D).
2. Students newly admitted to ISU who wish to cancel *only* their housing contract, but who will remain enrolled at ISU, must notify the DOR in writing on or before the stated Cancellation Deadlines (section V.C) to avoid penalties (section V.D).

C. Cancellation Deadlines

Any resident who submits written notification of contract cancellation on or before the following dates may do so without penalty. Initiating a contract after these dates does not change deadlines or penalties. **CANCELLATION AFTER THESE DATES WILL RESULT IN CANCELLATION PENALTIES** (section V.D).

1. For residents with a contract for the full academic year the cancellation deadline is:
 - (a) **March 3** for returning residents
 - (b) **May 1** for new residents
2. For residents with a contract beginning the spring semester, the cancellation deadline is **November 1**.

D. Cancellation Penalties

Residents who fail to submit written notification of contract cancellation on or before the stated Cancellation Deadlines (section V.C) will incur the following penalties:

1. 80% Penalty – The resident will be required to make payment for 80% of the remaining value of the entire contract (both housing and dining). Residents not yet assigned a room will be billed 80% of the value of a standard double room plan and the Cyclone 17 Plus meal plan (if a meal plan is required.)
2. Forfeiture of Prepayment – The resident will forfeit the \$125 prepayment.

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 Terminations

The DOR may terminate the contract of any resident at any time for nonpayment of room and board fees, loss of eligibility for housing and violation of the terms. In the event that the DOR terminates a contract, the resident will be responsible for all applicable penalties according to the date of termination.

F. Special Situations

The following are situations in which Cancellation Penalties and/or Deadlines may differ from what is indicated above.

1. Academic Dismissal or Withdrawal

Residents who officially withdraw from ISU or who are academically dismissed are no longer eligible to live on-campus. As such, their housing contracts will be cancelled, they will not be charged the 80% penalty and they will receive a refund for unused Dining Dollar\$ and/or Block Meal Plan Plus meals. Additionally:

- (a) Residents who are academically dismissed will be refunded only the unused portion of their prepayment.
- (b) Residents who withdraw will forfeit their \$125 prepayment. Residents who withdraw, but re-enroll the same semester, may be responsible for the 80% penalty based upon the original date of withdrawal.

2. Graduation

(a) Residents who will graduate in December and who will not enroll at ISU for the spring semester must notify the DOR in writing by 5:00 P.M. November 1. In these instances, the resident will not be charged the 80% penalty. Residents who are released for graduation will be refunded only the unused portion of their prepayment. There will be no refund for unused Dining Dollar\$ and/or Block Meal Plan Plus meals.

(b) December graduates who miss the November 1 deadline who will not enroll at ISU for the spring semester will forfeit the prepayment.

(c) Graduates who make the decision to continue their contract beyond their graduation term (i.e. to pursue Master's or Doctoral level degrees or post-graduate work) forfeit their graduate status for subsequent contract cancellations.

3. Medical

Residents who cancel their contract due to a medical issue will be required to submit a physician's statement explaining the medical reason requiring a move out of the residence halls. The DOR reserves the right to request clarifying information from the physician and to seek guidance and opinion from the Thielen Student Health Center. Upon verification, the resident will be released from the contract. He/she will not

be charged the 80% penalty, will receive a refund for unused Dining Dollar\$ and/or meals and will be refunded only the unused portion of their prepayment.

4. **Military Service**

Residents who cancel their contract due to a call to active military duty will be required to submit a copy of their military orders from their commanding officer at the time they submit their notification of cancellation. The DOR retains the right to request clarifying information from the commanding officer. Upon verification, the resident will be released from the contract. He/she will not be charged the 80% penalty, will receive a refund for unused Dining Dollar\$ and/or meals and will be refunded only the unused portion of their prepayment.

5. **No Show**

Contracts will be cancelled for residents who do not check in to their assigned rooms 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 charged the 80% penalty and the prepayment will be forfeited. If the resident does not enroll, penalties will be the same as if the resident had withdrawn (section V.F.1).

6. **Waivers**

Residents who must live away from campus and who have an academic year contract may request to have a portions of their contract waived without being charged the 80% penalty and without losing their room assignment priority. To exercise the waiver option, residents must submit a Waiver Form, available at any hall desk and the FC and SUV apartment community offices, in the DOR Administrative Office and on the DOR Web site. Generally, waivers are only approved for verified medical leave of absence and for the following ISU approved, recognized and for-credit circumstances where location prohibits daily commuting:

- (a) Academic requirement
- (b) Student teaching or cooperative program
- (c) Internship
- (d) Study abroad

Residents 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 forfeit that specific assignment and agree to accept any room available at the time of their return to the halls.

Residents who submit a Waiver Form for fall and who then cancel their contract for spring, but who remain enrolled will be charged the 80% penalty and will forfeit the prepayment. There will be no refund for unused Dining Dollar\$ and un-issued Dining Dollar\$ will be issued and billed at face value.

G. **University Affiliated Housing**

University affiliated housing is defined as a registered dwelling used as the primary residence for the members of a recognized fraternity or sorority student organization that is in good standing with the ISU Dean of Student's Office.

1. **University Affiliated Housing Cancellation Policy**

Those newly admitted students or continuing residents who have contracted for on-campus housing and who wish to cancel their contract in order to move into university affiliated housing must notify the DOR in writing (section V.A).

- (a) If notification is received on or before the applicable cancellation deadline (section V.C) the housing prepayment will be refunded and the 80% penalty will not be charged.
- (b) If notification is received after the applicable cancellation deadline (section V.C), but on or before August 1, the housing prepayment will be forfeited and the 80% penalty will not be charged.
- (c) If notification is received after August 1, the housing prepayment will be forfeited and the 80% penalty will be charged. Residents not yet assigned a room will be billed 80% of the value of a standard double room plan and the Cyclone 17 Plus meal plan (if a meal plan is required.)

2. **University Affiliated Housing Penalty Exceptions**

The DOR will make available to the Greek Community 100 exceptions to the 80% penalty to allow fraternity and sorority members to take up residence in recognized university affiliated housing. These exceptions allow for 100 members of the Greek Community to cancel their contracts after August 1, in which case the housing prepayment will be forfeited and a 15% penalty, rather than 80%, will be charged. Residents not yet assigned a room will be billed 15% of the value of a standard double room plan and the Cyclone 17 Plus meal plan (if a meal plan is required.)

Individuals 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 University Affiliated Housing Penalty Exceptions.*

(a) **Contract Cancellation Distribution Resolution**

(As established by the Collegiate Pan-Hellenic Council, the Interfraternity Council and the Greek Community)

The [DOR] will allow the Greek Community to utilize all 100 Contract Cancellations at 15% [each] academic year, regardless of the chapter(s) utilizing the contract cancellations. Chapters not utilizing their contract cancellations by [the first Monday in] December will forfeit their opportunity to utilize their 15% contract break. Priority for extra contract cancellations will be given to chapters beginning with the greatest percentage of vacancies under sleeping capacity as reported by the Ames Fire Department fire code report on each chapter on September 1 [of the same year]. Collegiate Pan-Hellenic and Interfraternity Council chapters will be ranked in priority on the same list. At anytime during the fall semester a chapter may donate their 15% contract cancellation to the Office of Greek Affairs, and the Office of Greek Affairs will extend that contract cancellation opportunity to the highest priority chapter. The chapter will have four business days to utilize that contract or it will be granted to the chapter next on the priority list.

H. **Check-Out Procedures**

Residents who cancel their contracts after having checked in to their on-campus assignment must check-out of their assignment according to the procedures outlined in the section on "Check-in/Checkout Procedures" in the *Policy Handbook*. In all cases the daily rate for room and board or meal plan contract will apply until the date the resident officially checks out of the apartment.

1. **Early Departure** – At the end of the contract period, residents who check-out of their assignment on or after December 1 for the fall semester or May 1 for the spring semester WILL NOT receive refund of ANY fees.
2. **Graduation** - Residents who graduate must vacate their apartments within one (1) day of commencement ceremonies.

Personal property left in the room/apartment is deemed abandoned and will be removed from the premises. The resident will be assessed charges to return the room to normal condition, including maintenance, cleaning, and the packing/storing of personal effects. The resident will be charged for the actual cost of removal and disposal of personal property, with a minimum charge of \$50. The DOR will hold items for 30 days, after which time they will be sent to Asset Recovery.

I. **Contract Cancellation Appeal Process**

Residents who cancel their contract and who wish to appeal the 80% penalty may choose to contact the Contract Appeals Board to request reconsideration. All appeals must be submitted, in writing (e-mail preferred to halls@iastate.edu) to Lisa Ludovico, Assistant Director for Assignments and Communication, in 2419 Friley Hall.

The Contract Appeals Board, having ISU staff and student representation, meets a maximum of three times each semester. Residents interested in exercising this option, must submit their appeal, in writing, within five business days of receipt of decision from the Assistant Director. This appeal must contain new information not presented in the original contract cancellation notification. The Board will meet to review all written appeal materials and will communicate a decision, in writing, to the resident within 5 business days of the Board's meeting. The decision of the Board is final and may not be appealed.

The 80% penalty will remain on the resident's account during the appeal process. Only in the event of a successful appeal with the penalty be removed or reduced. Any late fees or penalties accrued due to late or non- payment are the responsibility of the resident.

J. **Assumption of Contract**

Residents who wish to cancel their contract and remain enrolled may avoid the 80% penalty by finding a non-contracted, eligible student to assume their contracts. The following conditions apply.

1. The resident must notify the DOR, at the time of cancellation, of his/her intention to find someone to assume the contract.
 - (a) At the time of cancellation, the resident will be billed the 80% penalty. If within 30 days, the resident has found a non-contracted, eligible student to assume the contract, and that individual takes official possession of keys, the 80% penalty will be removed. If after 30 days a non-contracted eligible student has not been found to assume the contract the resident will forfeit the option of contract assumption.
2. In all cases, the resident canceling his/her contract will forfeit the unused portion of the prepayment. The individual assuming the contract will be required to submit a new prepayment.
3. The resident canceling the contract will be released from the contract as of the date that the assuming individual executes a contract and checks-in to the apartment. At that time the new resident becomes responsible for all of the contract terms.
4. In Frederiksen court, the individual assuming the contract must be the same gender as the remaining residents of the apartment. In SUV shared apartments, the individual assuming the contract must be the same gender as the remaining residents of the apartment, unless the remaining resident signs agreement to accept a specific apartment mate of the opposite gender.

VI. DINING

A. 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. **Meal Plan Requirement**

Residents assigned to SUV 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. For a complete listing of available meal plans please visit the Dining Web site: <http://www.dining.iastate.edu/>.

C. **Meal Plan Changes**

Prior to the start of the academic year, a resident may change his/her meal plan without penalty. Once the academic year begins, a resident may change plans once per semester with no charge; thereafter, a \$20 fee is charged for each change. Residents can change their meal plans to other plans for which they are eligible using Access Plus. The change is effective immediately.

D. **Dining Dollars**

Dining Dollar\$ account balances carry over from summer to fall and from fall to spring. All Dining Dollar\$ expire the Sunday following undergraduate commencement in May. Dining Dollars for the fall semester are typically issued in late-July. Dining Dollars for the spring semester are typically issued the last class day of the fall semester. Once issued, Dining Dollar\$ are not prorated and are not refundable, except as indicated to section V.F. of this contract.

1. **Meal Plan Changes**

If the Dining Dollar\$ associated with the new plan are fewer than those associated with the previous plan, the Dining Dollar\$ from the previous plan will be retained. If the Dining Dollar\$ associated with the new plan are more than those associated with the previous plan, the following will happen:

- (a) If the new plan is a Cyclone Plus plan, a prorated amount of Dining Dollar\$ (based upon the date of the change) will be added to the previously issued Dining Dollar\$ amount.
- (b) If the new plan is a Block Plus plan, the difference between the previously issued Dining Dollar\$ and the Dining Dollar\$ associated with the new plan will be added to the previously issued Dining Dollar\$.

2. Meal Plan Cancellations

Dining Dollar\$ will be retained and the Dining Dollar\$ account will remain open for the duration of the original contract period. After this date the account will be closed, and any unused balance will be forfeited.

E. Absence from Campus

In the following circumstances, residents who have a Cyclone Plus Plan and who are absent from campus in excess of seven (7) consecutive full days may request a refund for meals missed. No refunds are issued for unused Dining Dollar\$ or Block Plus Plan meals. All requests and documentation must be submitted, in writing, to the DOR (section V.A.).

1. Medical emergency – resident must provide a written statement from the treating physician
2. Family emergency – resident must submit a written description of the emergency for approval
3. Military service – resident must provide a letter from a commanding officer
4. University-required field trips – resident must provide a letter from the course instructor