

**California Polytechnic State University
Housing & Dining License Agreement
LICENSE TERMS AND CONDITIONS - 2024 – 2025
CONTINUING & TRANSFER STUDENT ADDENDUM**

1) OCCUPANCY.

- a. **Occupancy Periods.** Licensee is bound by the terms and conditions based upon taking occupancy.

CONTINUING STUDENT 2024-2025 Occupancy Dates		
Period	Begins	Ends
Fall Quarter 2024	8am, Friday, Sept. 20	5pm, Saturday, Dec. 14
<i>Winter Break - NOT INCLUDED - Separate contract & charge</i>	<i>5pm, Saturday, Dec. 14</i>	<i>12 noon, Sunday, Jan. 5</i>
Winter Quarter 2025	12 noon, Sunday, Jan. 5	5pm, Wednesday, Mar. 26 (residents leaving the University)
Spring Quarter 2025	3pm, Thursday, Mar. 27 (new residents)	5pm, Sunday, June 15 (or 24 hours after last final)

TRANSFER STUDENT 2024-2025 Occupancy Dates		
Period	Begins	Ends
Fall Quarter 2024	8am, Tuesday, Sept. 17	5pm, Saturday, Dec. 14
<i>Winter Break - NOT INCLUDED - Separate contract & charge</i>	<i>5pm, Saturday, Dec. 14</i>	<i>12 noon, Sunday, Jan. 5</i>
Winter Quarter 2025	12 noon, Sunday, Jan. 5	5pm, Wednesday, Mar. 26 (residents leaving the University)
Spring Quarter 2025	3pm, Thursday, Mar. 27 (new residents)	5pm, Sunday, June 15 (or 24 hours after last final)

- b. **Excludes Winter Break.** This *License* does NOT grant Licensee permission to occupy the assigned living unit during the academic break between Fall and Winter Quarters, 5 p.m. December 14, 2024 through 12 noon January 5, 2024 (Winter Break). Students requiring occupancy during the Winter Break period sign a separate *Winter Break Housing License*, pay an additional Housing fee, and must be housed in Winter Break determined Housing. A charge for recovery costs for related and appropriate operating expenses will be assessed to any resident who has not vacated by the 5 p.m. Saturday, December 14, 2024 deadline.
- c. **Assignment.** Licensee assigns self, self and roommates (if applicable), or the University assigns Licensee and roommates to a specific living unit based on availability and information provided on the application and may be changed from time to time.

2) REQUIREMENT TO LIVE ON CAMPUS.

- a. The University is phasing in a two-year housing requirement. All students in the College of Architecture and Environmental Design (CAED), the College of Agriculture, Food, and Environmental Sciences (CAFES) and the College of Engineering (CENG) are required to live on

campus for two years. In addition, Student Athletes, TRIO Achievers Students, and/or Cal Poly Scholars have a two-year housing requirement.

- b. A bed will be reserved for students who are required to live on campus and charges to their Student Account will be completed for that bed. Students must agree to these *License* terms to get access to the assigned bed. Students who submit the Housing application will have priority for their housing assignment.

3) CANCELLATION.

- a. **General Information.** Cancellation of the *License* is authorized only for reasons approved by University Housing. When approved and processed, Cancellation provides that the Licensee will not be responsible for further payments under the *License*, except for any applicable Cancellation Fees, and may forfeit the \$500 non-refundable initial payment, as set forth herein.
 - i. **THE FEE PERIOD BEGINS THE DAY BEFORE UNIVERSITY HOUSING OPENS.** (The *License* Term begins the day identified on the *License*.)
 - ii. All cancellation requests require a written request to University Housing via the Housing Cancellation link in the Housing Portal, regardless of the reason for the cancellation, and may be subject to Lack of Notice fees if a 30-day notice is not provided, and the \$500 non-refundable initial payment may be forfeited.
 - (1) In the case of a Licensee who is under 18 years of age, request for termination of the *License* shall be accompanied by the written consent of the parent or legal guardian.
 - (2) Cancellation requests to other University agents or departments are not acceptable notice and will not be substituted.
 - iii. Licensee may have to pay fees to University Housing for cancellation of the *License* after the Fee Period commencement and may forfeit any non-refundable initial payments.
 - iv. The cancellation notification will be considered the date the written cancellation request, with appropriate supporting documentation, is received by University Housing.
 - v. Any request for exceptions to the cancel policy need to be submitted in writing to University Housing via the Housing Cancellation link in the Housing Portal.
 - vi. Some Dining Plans are eligible for cancellation and must be cancelled separately from Housing cancellation; Cancellation Form to be found at <https://dineoncampus.com/calpoly/community-dining-plans-20232024>, using Campus Dining's online *Community Plan Cancellation Form*.
- b. **Cancellation by Licensee, if at least 30 days Prior to the Fee Period.** (Fee Period begins the day before University Housing opens). The Licensee may CANCEL a *License* for the living unit for the below approved reasons, less any Cancellation Fees by giving written notice to University Housing at least thirty (30) days prior to the beginning of the Fee Period.
 - i. If the request is granted, the Licensee will be refunded the \$500 initial payment.
 - ii. If the reason to cancel is not noted below and Licensee's cancel request is granted, Licensee will forfeit the \$500 non-refundable initial payment.

iii. Approved cancellation reasons:

(1) Admission denied **(30-day notice may be waived)**

(a) If the Licensee is not admitted to the University and gives written notification to University Housing within one week of student's notification of denied admission by the University Admissions Office, then no Cancellation Fee is due

(2) End of student status

(3) Marriage or registered domestic partnership

(4) Hardship/Medical **(30-day notice may be waived)**

(a) The definition of hardship/medical as used in this *License* is any occurrence in which the student is withdrawing from the University.

(5) University academic program requirements

(a) This includes International Study programs, Co-op, Internship, or Ag Housing assignments.

(6) Housing Exemption Approved

c. **Cancellation by Licensee prior to the Fee Period, but with less than 30 days' notice.** The Licensee may CANCEL a *License* for the living unit for the below approved reasons, less any Cancellation Fees.

i. If the request is granted, the Licensee may be subject to fees for University Housing, based on the pro rata charge (\$10 per day) for the number of days less than the 30-day period as of the date written notification is received by University Housing and will be refunded the \$500 initial payment.

ii. If the reason to cancel is not noted below and Licensee's cancel request is granted, Licensee will forfeit the \$500 non-refundable initial payment.

iii. Approved cancellation reasons:

(1) Admission denied **(30-day notice may be waived)**

(a) If the Licensee is not admitted to the University and gives written notification to University Housing within one week of Student's notification of denied admission by the University Admissions Office, then no Cancellation Fee is due.

(2) End of Student status

(3) Marriage or registered domestic partnership

(4) Hardship/Medical **(30-day notice may be waived)**

(a) The definition of hardship/medical as used in this *License* is any occurrence in which the Student is withdrawing from the University.

(5) University academic program requirements

(a) This includes International Study programs, Co-op, Internship, or Ag Housing assignments.

(6) Housing Exemption Approved

- d. **Cancellation by Licensee after the beginning of the Fee Period. (Fee Period begins the day before University Housing opens).** The Licensee may CANCEL a *License* for the living unit for the below approved reasons, less any Cancellation Fees.
- i. The University may grant or deny the request to vacate with appropriate verification.
 - ii. If the request is granted, the Licensee will be subject to fees for University Housing based on the pro rata charge for the number of days of occupancy, plus an additional pro rata charge (\$10 per day) for the number of days the notification period provided is less than the 30-day period as of the date written notification is received by University Housing.
 - iii. If the reason to cancel is not noted below and Licensee's cancel request is granted, Licensee will forfeit the \$500 non-refundable initial payment.
 - iv. Approved cancellation reasons:
 - (1) Admission denied **(30-day notice may be waived)**
 - (a) If the Licensee is not admitted to the University and gives written notification to University Housing within one week of student's notification of denied admission by the University Admissions Office, then no Cancellation Fee is due.
 - (2) End of Student status
 - (3) Marriage or registered domestic partnership
 - (4) Hardship/Medical **(30-day notice may be waived)**
 - (a) The definition of hardship/medical as used in this *License* is any occurrence in which the student is withdrawing from the University.
 - (5) University academic program requirements
 - (a) This includes International Study programs, Co-op, Internship, or Ag Housing assignments.
 - (6) Housing Exemption Approved
 - (7) Graduation
- e. Refunds will not be pro-rated for approved move-outs during the last week of classes or finals week at the end of each quarter.

4) DINING PLANS.

- a. Dining Plans are optional for Continuing & Transfer Students.
- b. **Dining Plan Schedule.** Dining Plans for Continuing & Transfer Students will be available for use by August 8, 2024 and ending on June 15, 2025. During the Academic Year, Dining Plan access coincides with the Housing occupancy periods except for the Thanksgiving Academic Holiday break. Location availability and Dining Plan access will be limited during this and other Academic Breaks. This is factored into the cost of the Dining Plan. Please refer to <https://dineoncampus.com/calpoly> for the most current information on all dining locations and hours.

- c. **PolyCard Access.** Dining Plans are accessed through the magnetic strip on the back of the PolyCard, or the ISO number for electronic purchases using a mobile food ordering application. Students must present the PolyCard at the registers to make purchases with their Dining Plan. Students can also connect their PolyCard to the Grubhub app to make mobile purchases at participating Campus Dining locations. It is the Student's responsibility to acquire the PolyCard at Poly Card Services in order to access their Dining Plan. The Poly Card Services office can be reached at 805-756-7000 or polycard@calpoly.edu.
- d. **Voluntary Dining Plan.**
- i. Voluntary Dining Plans are available for purchase to Licensee. Multiple Voluntary Dining Plan options at select price points are available to choose from. Included in the cost of all Voluntary Dining Plans are Dining Dollars, which can be used to purchase food and beverages, kitchen supplies, sundries, and personal products at participating Campus Dining locations. Dining Plans may include Bonus Dollars or Off-Campus Grubhub Dollars ("Grubhub Dollars"); Bonus Dollars are spendable at Campus Dining locations, and Grubhub Dollars are spendable at participating off-campus Grubhub locations using the Grubhub app.
 - ii. Dining Dollars, Bonus Dollars, and Grubhub Dollars are only valid during the Academic Year (Fall-Winter-Spring) in which they are purchased and for any applicable rollover extension year, see Rollover Extension. Dining Dollars, Bonus Dollars, and Grubhub Dollars are issued in full by August 8, 2024 and automatically rollover to the next quarter during the Academic Year they were purchased. Licensee may add another Dining Plan if funds run out; please contact Campus Dining at (805) 756-1176 or email campusdining@calpoly.edu
 - iii. Unused Dining Dollars, Bonus Dollars, and Grubhub Dollars remaining at the end of Spring Quarter 2025 may also be rolled over to the following Academic Year with the purchase of a minimum Voluntary Plan for next Academic Year ("Rollover Extension"). For the Rollover Extension to apply, the Licensee must purchase and maintain at least the minimum Academic Year 2025-26 Voluntary Dining Plan no later than **June 20, 2025**, otherwise remaining Dining Dollars, Bonus Dollars, and Grubhub Dollars shall be forfeited. If the Academic Year 2025-26 Voluntary Dining Plan is ever cancelled, the rollover funds will be forfeited.
- e. **No Transfer or Unauthorized Use.** The Licensee's Dining Plan is not transferable. The value of the Dining Plan may not be resold, assigned, transferred, or used by anyone other than Licensee. All promotions and other Dining Plan offerings are strictly limited to purchase and consumption by the Licensee. Assisting unauthorized persons in the use of Licensee's PolyCard is a violation of the *Terms and Conditions* of the *License*. All unauthorized use of a PolyCard or Dining Plan, or tampering with or altering the PolyCard, is a violation of this *License* and shall be considered grounds for confiscation of the PolyCard, disciplinary action by the University, fines, and possible forfeiture of value expended.
- f. **Conduct.** Students are enrolled for educational pursuits and the expectation is that their conduct will preserve an atmosphere of learning. Any Student whose conduct or behavior in or

about food service venues is disruptive or in violation of law or university regulations may be subject to University disciplinary action, and revocation of the Dining Plan portion of the *License*.

- g. **Dietary Restrictions.** If the Licensee has any dietary restrictions due to food allergies, food intolerances, and/or other dietary concerns, please review the dining areas and food options available through the Dining Plan program at <https://dineoncampus.com/calpoly>. The Licensee can determine if there are any concerns that the Licensee's dietary needs can be met prior to submitting the Licensee's initial payment registration for the *Housing and Dining License*, and can first seek clarification from Campus Dining. For assistance in reviewing any dietary concerns, please contact Campus Dining at (805) 756-1176 or e-mail campusdining@calpoly.edu for further assistance.
- h. **Changes in Dining Plan.** The Licensee may select a Dining Plan at the time the Licensee registers for Housing. Changes to the Dining Plan will only be allowed up through July 23, 2024 and will be effective by August 8, 2024. Notice of any refunds or change in the fees will be sent to the University Student Accounts Office, and will be subject to that office's policies regarding refunds and changes in fees. (See Appendix A: Payment Schedule and Provisions §4 Refunds.)
- i. **Electronic Communications.** Email is the official means of communication for the University. By agreeing to this *License*, the Licensee consents to receive electronic communications relating to the Dining Plan, campus food services, Mustang Shop and Cal Poly Corporation services. The Licensee may opt out from receiving electronic communications from The Dish by clicking unsubscribe at the bottom of the email messages from The Dish.
- j. **Administrative Policy.** Cal Poly Corporation (CPC) may from time to time, at its sole discretion and without notice, implement new policies and procedures necessary for the effective administration of the collective Dining Plans. New policies and/or procedural changes shall not in any way modify material terms, vested rights, or dispute resolution procedures for disputes already in progress.
- k. **Resolution of Disputed Claims.** Disputed claims between CPC and Licensee, for which prompt written notice has been given followed by adequate supporting data within a reasonable time, shall be settled by an informal conference to meet and confer for settlement of the issues in dispute. The Licensee agrees that CPC shall have ultimate authority to determine final resolution.
- l. By voluntarily enrolling in a Dining Plan, you are agreeing to participate in the Campus Dining Plan Program and are financially responsible.

APPENDIX A: PAYMENT SCHEDULE AND PROVISIONS 2024-2025

1) PAYMENTS & FEES.

- a. **Fees and Due Dates.** Housing fees vary depending on which housing facility and living unit to which Licensee is assigned (i.e., a single or double room). Dining Plan fees vary depending on which Dining Plan is chosen by the Licensee. The payment schedules listed below represent typical Payment Plans for Students assigned to the specified apartment types and Payment Plans for Students who chose a Dining Plan. Actual payment amounts may vary for reasons including, but not limited to, changing apartment type and/or adjusted move-in dates. Additional fees may apply for approved early move-in for sponsored programs or approved late stays. **All fees are proposed, subject to change and Executive Order & Board Approval. Due dates will be available when fees are posted.*

b. **Sample Fee Structure: CONTINUING & TRANSFER Students**

	CONTINUING STUDENT Academic Year Housing Fees*		
	Poly Canyon Village Apartment Single Bedroom	Cerro Vista Apartment Single Bedroom	Poly Canyon Village Apartment Double Bedroom
Academic Year Amount	\$14,943	\$13,968	\$13,335
	Quarterly & Monthly Housing Fees*		
TOTAL FALL 2024 Charges	\$5,163	\$4,827	\$4,608
Installment Due Dates:			
9/1/2024	\$1,721	\$1,609	\$1,536
(9/1 AMOUNT IF \$500 INITIAL PAYMENT IS MADE)	\$1,221	\$1,109	\$1,036
10/1/2024	\$1,721	\$1,609	\$1,536
11/1/2024	\$1,721	\$1,609	\$1,536
TOTAL WINTER 2025 Charges	\$4,920	\$4,599	\$4,392
12/1/2024	\$1,640	\$1,533	\$1,464
1/1/2025	\$1,640	\$1,533	\$1,464
2/1/2025	\$1,640	\$1,533	\$1,464
TOTAL SPRING 2025 Charges	\$4,860	\$4,542	\$4,335
3/1/2025	\$1,620	\$1,514	\$1,445
4/1/2025	\$1,620	\$1,514	\$1,445
5/1/2025	\$1,620	\$1,514	\$1,445
TOTAL ACADEMIC YEAR	\$14,943	\$13,968	\$13,335

	TRANSFER STUDENT Academic Year Housing Fees*		
	Poly Canyon Village Apartment Single Bedroom	Cerro Vista Apartment Single Bedroom	Poly Canyon Village Apartment Double Bedroom
Academic Year Amount	\$15,126	\$14,139	\$13,497
	Quarterly & Monthly Housing Fees*		
TOTAL FALL 2024 Charges	\$5,346	\$4,998	\$4,770
Installment Due Dates:			
9/1/2024	\$1,782	\$1,666	\$1,590
(9/1 AMOUNT IF \$500 INITIAL PAYMENT IS MADE)	\$1,282	\$1,166	\$1,090
10/1/2024	\$1,782	\$1,666	\$1,590
11/1/2024	\$1,782	\$1,666	\$1,590
TOTAL WINTER 2025 Charges	\$4,920	\$4,599	\$4,392
12/1/2024	\$1,640	\$1,533	\$1,464
1/1/2025	\$1,640	\$1,533	\$1,464
2/1/2025	\$1,640	\$1,533	\$1,464
TOTAL SPRING 2025 Charges	\$4,860	\$4,542	\$4,335
3/1/2025	\$1,620	\$1,514	\$1,445
4/1/2025	\$1,620	\$1,514	\$1,445
5/1/2025	\$1,620	\$1,514	\$1,445
TOTAL ACADEMIC YEAR	\$15,126	\$14,139	\$13,497

Academic Year Dining Plans*						
	Poly 275	Poly 550	Poly 1100	Poly 1600	Poly 2350	Poly 5500
Dining Dollars	\$275	\$450	\$1,100	\$1,600	\$2,350	\$5,500
Bonus Dollars	\$25	\$50	\$150	\$250	\$400	\$1,000
Grubhub Dollars		\$100				
TOTAL DINING FUNDS	\$300	\$600	\$1,250	\$1,850	\$2,750	\$6,500
Quarterly Breakdown* (if purchased by September 1, 2024**)						
FALL 2024 Charges	\$275	\$184	\$368	\$534	\$784	\$1,834
WINTER 2025 Charges		\$183	\$366	\$533	\$783	\$1,833
SPRING 2025 Charges		\$183	\$366	\$533	\$783	\$1,833
TOTAL DINING CHARGE	\$275	\$550	\$1,100	\$1,600	\$2,350	\$5,500

- c. **Currency.** All payments due are in US Dollars.
- d. **Fees exclude Winter Break Housing.** Winter Break Housing is offered to students needing to stay anytime between 5 p.m., December 14, 2024 to 12 noon, January 5, 2025. The fee for Winter Break Housing is approximately \$1,090*. Please select Winter Break Housing during the online application and contact University Housing at (805) 756-1226 for Winter Break Housing arrangements. The Winter Break Housing location is determined by the number of residents needing it and is subject to change from year to year.
- e. **Payments.** Housing and Dining fees are posted to the Student Account in a payment plan structure (monthly amounts due). Total fees for Housing and Dining Plans, selected through the Housing Portal, will post on the Student Account at the beginning of the year/contract and will be broken down into 3 monthly installments per Quarter. The Licensee may choose to pay monthly, quarterly, annually, or any other frequency, and as long as the amounts due are paid by the due dates, the Student Account will remain in good standing. Any past due amounts on the Student Account may result in a Registration Hold preventing enrollment, adding/changing classes, or admittance off a waitlist.

If the Licensee adds a Dining Plan via the Housing Portal after **September 1, 2024, the full cost of the Dining Plan will be broken down into equal amounts due over the remaining months in the Academic Year, with the last installment due **May 1, 2025**; full cost of the Dining Plan will not be prorated.

Note:

Housing and Dining fees for the full Academic Year are posted to the Student Account at once.

Housing fees are based on days of occupancy. As such, the quarterly fees vary but the total amount due each Quarter is spread evenly over each respective 3-month Quarter.

The full cost of each Dining Plan is spread in equal amounts due over the Academic Year. Dining fees due each month are unrelated to the timing of using Dining Plan Funds, as the amount due is an installment payment of the total amount due for the Dining Plan. (e.g. Dining fees are due during Academic breaks, even when Dining Dollars are not being used.)

- f. **Invoices.** There will be no invoices. Students can view amounts due on their Portal. Licensee is responsible for making timely payments. A registration hold will be placed on Student Accounts with past due balances.

2) PAYMENT METHODS

- a. **Financial Aid.** Financial Aid may be applied directly to Housing and Dining fees if Licensee accepts enough Financial Aid to first cover **all** Registration and Tuition (“TERM”) charges. After Aid is applied to TERM charges, any remaining Aid is then applied to cover **all** Housing charges for the Academic Year. If there is any remaining Aid after Housing charges are paid in full, it is

then applied to any Dining charges. (i.e. **Financial Aid applies in the following order: 1st TERM, 2nd Housing, 3rd Dining**).

- i. Financial Aid can only be applied to charges in the quarter for which that Aid is disbursed. Financial Aid for Winter Quarter cannot be applied to charges for Fall Quarter or vice versa.
 - ii. Qualified Financial Aid can include certain types of Student loans, grants and/or many scholarships but does not include Federal Work-Study. Please refer to the Financial Aid calculator on the [Student Accounts webpage \(https://afd.calpoly.edu/student-accounts/\)](https://afd.calpoly.edu/student-accounts/).
 - iii. Once Disbursable Qualified Financial Aid is exhausted, the Licensee will be responsible for any and all payments due by the due date(s) for that Quarter's charges.
 - iv. If payment by Financial Aid eligible, the Licensee will see a "Deferred by Financial Aid" indicator next to the Housing balance on their *Money Matters* tab. If "Deferred by Financial Aid" is not notated on the *Money Matters* tab next to the Housing balance, the Licensee is responsible for making a payment on September 1. A registration hold will be placed for any past due fee amounts that are not eligible for Financial Aid deferral.
- b. **Online.** Payments may be made online from the *Money Matters* tab in the Licensee's Cal Poly Portal or via the Student Accounts Payment website at <https://afd.calpoly.edu/student-accounts/payments/>. Online payments can be made with either eCheck (with no added convenience fee) or credit card (with an added 2.65% convenience fee). Online payments received after 5:00 pm will be recorded as paid the following business day. If there are any problems making a payment online, contact the University Student Accounts Office at (805) 756-1428 or by email to studentaccounts@calpoly.edu.
 - c. **In Person (University Cashiers Office).** Payments, using cash or check, may be made at the University Cashiers Office, Administration Building 01, Room 131E, (8:30 a.m. to 4:30 p.m., Monday through Friday). Credit card payments are not accepted.
 - d. **By mail.** Payment by check/money order should be made payable to "Cal Poly" for the amounts due. Include the Student EmplID and specify the amount of the payment to be applied to each type of charge (Housing and/or Dining) on the memo line. Mailed payments are recorded as received. Please allow a minimum of 10 days for mailing. University is not responsible for payments that are lost, late, misdirected, mutilated, or delayed. All payments must be in US Dollars and no checks are accepted for funds drawn from a non-US bank.

3) SPECIAL FEES

- a. **\$35 Returned eCheck/Check fee.** If a check or eCheck payment is returned for any reason, including an erroneously entered financial institution account number, the Licensee may be liable for the amount of the check plus a returned check fee of \$35. Most Money Market Accounts and Lines of Credit do NOT allow eCheck transactions, and use of an invalid financial institution account may result in the \$35 dishonored eCheck charge. This fee will be added to the Licensee's Student Account balance and will be due immediately.

- b. **Credit card payments with 2.65% Convenience Fee.** A 2.65% Convenience Fee will be added to all payments made by credit card. This fee will be due at the time of credit card payment and is non-refundable.

4) REFUNDS AND CREDITS

- a. **University Housing.** The University shall authorize refunds only as provided for in Title 5, California Code of Regulations, this *License*, and campus policy. The University shall refund all money collected in excess of Licensee's obligations as soon as reasonably possible.
- b. **Campus Dining.** Licensee must submit a *Cancellation Form* through Campus Dining to cancel their Dining Plan; the *Cancellation Form* can be found at <https://dineoncampus.com/calpoly/community-dining-plans-20242025>. The Poly 275 plan is not refundable. Plans Poly 5500, Poly 2350, Poly 1600, Poly 1100, and Poly 550 can be cancelled at any time up through **June 15, 2025**. There is no fee for Dining Plan cancellations. If the Licensee has elected to cancel their eligible Dining Plan by June 15, 2025, unspent Dining Dollars and Grubhub Dollars from the Dining Plan, less Bonus Dollars, as of the refund date will be credited to the Licensee's account per Section 4(d) of this document. Dining Dollars are spent before Bonus Dollars and Bonus Dollars are not refundable. Dining Dollars, Bonus Dollars, and Grubhub Dollars from a previous year rollover are non-refundable. The refund date is the date of official withdrawal from the University, the date of the written completed *Cancellation Form* to Campus Dining, or the last date of use of the Dining Plan, whichever is later. If the Licensee cancels the *License* prior to Licensee move-in or the start of the Fee Period, and prior to use of any Dining Dollars, all Dining Plan fees will be credited to the Licensee's account.
- c. **Fees not refunded.** Convenience, Operational, and Returned eCheck/Check fees will not be refunded. Where applicable, non-refundable fees will not be refunded.
- d. **Refunds and Changes in Fees processed by University Student Accounts Office.**
 - i. Notice of any refunds or change in the fees to a Licensee will be sent by University Housing and/or Campus Dining as approved by the respective office(s), to the Student Accounts Office for processing through the Licensee's Student Account.
 - ii. Any refunds or fee changes submitted to the Licensee's Student Account will be subject to University refund, disbursement, and business hold policies, as authorized per *§41802 and Title 5 of the California Code of Regulations* and other applicable law. Refunds deposited to a Licensee's Student Account will first be applied to repay any funds due to Federal, State, institutional or external sources that were conditioned on the Licensee's enrollment. Credits held in a Licensee's Student Account will be applied to any past due charges for University services on the Licensee's Student Account, with application to the oldest charges first, then to more recent charges. Any remaining credits on the Student Account will be refunded. The Licensee may submit a *Refund Request* to the Student Accounts Office per its policies if there are any Housing or Dining credits on their Student Account that have not yet been refunded.

This Refund process also applies to a Licensee who is no longer registered as a Student at University.

- e. **Refund deadline.** Licensee may not be eligible for a refund if they cancel their housing after the beginning of the last week of classes of each Quarter.

5) NO INTEREST. No interest or other earnings will be credited to the Licensee's Student Account.