

CSUSM CANCELLATION APPEALS

Site:	University Village Apartments (UVA) and The QUAD	
Site Address & Phone:	305 Campus View Dr San Marcos, CA 92078	760-750-3711
	200 East Barham Drive, San Marcos, CA 92078	760-750-3730
Overview:	CSUSM Housing will be instituting an Appeal Process that will allow residents to appeal their cancellation/termination fees. Residents will submit an appeal through a Formsite link that will be displayed on each property's webpage. The appeal will be reviewed the Appeals Committee.	

CANCELLATION/TERMINATION CRITERIA

- A. **Assignment to a College sponsored internship, co-op, or exchange program:** If a Resident is a participant in a College-sponsored internship, or other programs which require living away from campus, the Agreement, may be terminated. *Department/program verification of participation*
- B. **Medical or Health Problems:** If a Resident has a severe medical or health problem which is directly related to living in CSUSM Housing, the Resident may petition to be released from the Agreement. The Resident must present documentation from their health care provider(s) that describes the severity of the health problem and the rationale for the request. *Documentation from medical provider.*
- C. **Family death and/or other family emergency:** If a Resident has a death in the family and/or a family emergency which effects living in CSUSM Housing, the Resident may petition to be released from the Agreement. *Documentation from medical provider, court document, death certificate, etc.*
- D. **Military Service:** If a Resident executes this Residential Housing Agreement while in military service, or enters military service after your license agreement has been executed and thereafter receives military orders for a permanent change of station or to deploy with a military unit for a period of not less than 90 days, [he / she] may terminate this license agreement. *Verification from military.*
- E. **Financial Hardship:** If a Resident has a financial hardship caused by living in CSUSM Housing, the Resident may petition to be released from the Agreement. The Resident must present documentation that indicates a financial change that occurred between the time the resident signed their housing contract to the date of their cancellation request.

PROCESS:

1. Resident submits cancellation or termination request in writing to CSUSM Housing. ***Submitting an appeal does not guarantee that fees will be waived.***
2. CSUSM Housing replies to Resident making them aware of the cancellation/termination policy as listed in the Housing Agreement, housing charges are adjusted, appropriate cancellation fee placed on the account.
3. If Resident disagrees with Cancellation/Termination Fees, they must submit an appeal within 5 business days of Cancellation/Termination assessment of fees:
 - a. Resident must submit supporting documentation that explains what changed between when the agreement was entered until the time the resident requested to terminate the agreement.
 - b. CSUSM Housing will follow up with resident after first submission of forms to confirm information is complete. If additional information is needed the resident will be given an additional three business days to provide the adequate information. Failure to provide updated information may result in a delay or denial of the appeal.
 - c. ***The CSUSM Appeal Form is only for the cancellation/termination fee.*** Any installments and/or other charges applied to the account ***will not be considered in your appeal. These charges will be considered the responsibility of the Licensee per the agreement.***
4. Once a final decision is made, you will receive a written decision that will be e-mailed to the address submitted on your Appeal Form. Only one appeal can be submitted.