

The Cancellation Policy is as follows:

Students may request to cancel the Confirmation and License Agreement by filling out the online cancellation form. Please read through all the information below before continuing to the online cancellation form. Cancellation charges will be assessed depending on the date of cancellation and the reason for leaving.

No cancellation charge is assessed for the following circumstances:

- Student must participate in an education program that requires out-of-town residency (40 miles) for part of the academic year (i.e. medical rotations, National Student Exchange, International Study Abroad, and Co-Op.);
- Students who can provide a proof of graduation; or to students who withdraw due to deployment for an armed service.
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In all of the above circumstances a cancellation form and formal written documentation must be provided prior to move out.

First-Year Students filing an exemption after application and service charges have been paid or deferred and the license agreement signed will be held to the current cancellation policy.

Cancellation dates and charges are as follows:

****Starting October 1st, 2018****

Medical-Dental Apartments Cancellation charges:

- Students who fill out the Medical-Dental Apartments application and choose to cancel their housing license agreement more than 72 hours after being notified of the housing assignment will be held accountable to pay one full semester of housing cost based on their room assignment.

2018 Fall Applicants (Non MDA):

- Prior to July 1 or receiving an assignment:
 - No cancellation charge will be assessed to their student account. However, there will be a loss of \$100 nonrefundable processing charge.
- July 1 to July 14:
 - A \$150 cancellation charge will be assessed to their student account.
- July 15 to July 31:
 - A \$300 cancellation charge will be assessed to their student account.
- August 1 to Move-In Day:
 - A \$450 cancellation charge will be assessed to their student account.
- Following Move-In Day through Drop/Add Deadline:
 - Students who have moved in: a \$600 cancellation charge will be assessed to their student account as well as being held accountable for prorated time in room.
 - Students who have failed to move in: a \$600 cancellation charge will be assessed to their student account.
- Fall Semester after Drop/Add Deadline:

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- Students who cancel after the first week of class for the fall semester will be assessed a \$750 cancellation charge to their student account as well as held accountable for prorated time in room.
- Spring Semester if lived on campus during preceding Fall term:
 - Students who cancel Spring housing before January 1st will be held accountable for a \$750 cancellation charge.
 - Students who cancel Spring housing after January 1st will be held accountable for a \$750 cancellation as well as held accountable for prorated time in room.

2019 Spring Applicants (Non MDA):

- Any student who cancels will forfeit their contracted room assignment.
- Students under the first-year live-on requirement may cancel until 5 PM EST on January 2nd without penalty with an approved First-Year Live-On Exemption. After January 2nd at 5 PM EST, these students will be accountable for a \$750 cancellation fee with an approved First-Year Live-On Exemption. If the student has checked into their residence hall, they are also responsible for their pro-rated time in room, with a minimum charge of at least one night.
- For students who apply prior to residence halls opening on January 6th, 2019:
 - Students will be accountable for the cost of their contracted room when 72 hours have passed since completing their Campus Housing application, and they have received their Campus Housing room assignment via their University of Louisville email.
 - Students are eligible to cancel without penalty until 72 hours after completing their Campus Housing application or until receiving their Campus Housing room assignment via their University of Louisville email, whichever comes last.
 - Students who are eligible to cancel and have checked into their residence hall will be accountable for their pro-rated time in room, with a minimum charge of at least one night.
 - Students who are ineligible to cancel and have checked into their residence hall will be accountable for the cost of their contracted room.
- For students who apply on or after residence halls opening on January 6th, 2019:
 - Students will be accountable for the cost of their contracted room when they have received their Campus Housing room assignment via their University of Louisville email.
 - Students who are ineligible to cancel and have checked into their residence hall will be accountable for the cost of their contracted room.

The "[Cancellation Request Form](#)" can be found on our website.

The "[Financial Appeal Request Form](#)" can be found on our website.

The Cancellation policy prior to October 1st, 2018, can be downloaded from our website via [this direct link](#).

Deferred Student:

Any student who has the application and service charge deferred is still held to the cancellation policy.

Appeal Process:

Students wishing to appeal cancellation charges must do so through the financial-appeal online form. A completed cancellation form, along with supporting formal-dated documentation, will be required for

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the appeal to be considered. The documentation should demonstrate why you missed the dated deadlines listed above. The student will be notified in writing once the decision has been made. To contest the appeal decision, a letter must be submitted to the director of Housing within ten (10) days of receiving the appeal decision letter.

Formal dated documentation examples include:

- Dated letter from registrar or academic unit demonstrating reduced aid or loss of scholarship
- Official letter from another institution documenting date of application and admittance
- Detailed doctor's note on official letterhead
- Marriage or birth certificate
- Dated military reporting papers

Meal Plans

Meal plans for students who are cancelling are prorated based on the student's move out date. The Campus Card Office and Aramark set up the proration schedule. If you become a commuting student your plan will be changed from a residential plan to a commuter meal plan. If you are no longer enrolled, a credit will be applied to the student's account based on the proration schedule. If you wish to appeal your meal plan proration, appeals will be heard by the Director of Student Activities for students not living in Campus Housing, and by the Director of Housing for students living in Campus Housing.

The Director of Student Activities or the Director of Housing as appropriate will review and decide the disposition of all appeals. The decision of the Director of Student Activities, or the Director of Housing, will be final.

Payment

Please note that cancellation charges should be paid quickly. Students whose accounts are not paid by the established deadlines may be subject to financial penalties. Students with unpaid account balances will be placed on Financial Hold by the Bursar's Office. Students placed on Financial Hold become ineligible for further registration and transcripts will not be released until the student account is paid in full. A late payment fee of \$50.00 may be assessed when student accounts are not paid by the last day to drop/add for the semester.

A return payment fee of \$25.00 may be assessed when payment is not honored by the bank on which it was drawn. If restitution is not made within 10 days of notification, the student may be subject to financial penalties and/or legal action.

Debtors who do not make satisfactory payment arrangements on their past due accounts may have their accounts placed with a billing service. If not paid through the billing service, the unpaid account may be forwarded to a collection agency. It is the policy of the University that unpaid accounts will be assessed the costs and expenses of collection, including attorney fees.

Send all payments to:

University of Louisville Bursar's Office
2211 S. Brook St.
Louisville, KY 40292

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