

Contract Cancellation Policy Statement University Housing Pittsburg State University

Cancellation charges are outlined in the Terms and Conditions of the Housing and Dining Service Contract . They are included in order to:

- provide a process by which students who are eligible to cancel their contract (those exempt from the Campus Residence Policy, with extenuating financial circumstances, or significant health conditions) may do so.
- serve as a deterrent for students who might consider canceling the contract without significant and compelling reasons.

The Housing and Dining Service Contract is similar to other consumer contracts. Its value is that its terms provide conditions to which either party is assured compliance by the other. While many consumer contracts would not provide opportunities to terminate the agreement, the Housing and Dining Service Contract does, but with a defined penalty. Given that University Housing operations are auxiliary to the overall funding of the university, and therefore totally dependent on operating revenue to maintain facilities and deliver services, the contractual relationship with student customers is extremely important. The department strives to structure contract terms in the fairest possible manner to the student customer while maintaining sound business operating principles.

Within the defined terms of the contract, the department further strives to discover circumstances which will comply with the wishes of students at the least possible financial impact when cancellation situations arise. Two potential scenarios exist which typically support the **waiver** of a portion or all of applicable cancellation fees.

- **Unexpected financial crisis** which develop after the submission of the contract and which makes it difficult for the student to meet her/his contractual obligations. Students applying for contract cancellation for this reason must be able to document: (1) that the occurrence has unexpectedly developed since the contract was submitted; (2) that the occurrence is significant enough to cause financial hardship in meeting the contractual obligation; (3) that all financial aid options have been explored and none are available (including loans) to meet the contractual obligation; and (4) that alternative living arrangements will prove to be cost savings over completion of the contract.
- **Health conditions** which develop after the submission of the contract (or which were clearly documented on the Contract/Assignment Card) which can not be accommodated by University Housing within its facility configurations. Students applying for contract cancellation for this reason must be able to document: (1) a medical history which supports the need for alternate living arrangements; (2) a persistent and thorough effort on their part to convey the need for any special accommodations to University Housing personnel and to seek resolution up through and to include the Director of University Housing; and (3) be willing to attempt reasonable solutions for relief provided by University Housing personnel.

No information or evaluation of cancellation request will be provided except in response to a completed Cancellation Request Form (after all required documentation has been submitted by student) and will be only be communicated in writing by the Director of University Housing or designee.
DO NOT MAKE ADDITIONAL HOUSING COMMITMENTS WHICH CONFLICT WITH PSU HOUSING AND DINING SERVICE CONTRACT PRIOR TO RECEIVING WRITTEN RELEASE FROM PSU UNIVERSITY HOUSING

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