

## 2017-2018 Application Cancellation Policy BEFORE Check-In

Your completed application reserves a space for you either in the residence halls or on the waiting list. To cancel either your room or your space on the waiting list, you **MUST** cancel your application.

**You may cancel your application any time prior to check-in** through your Housing Portal. However, in order to receive a refund for your \$300 down payment, the Office of Student Housing and Residence Life **MUST** receive your cancellation before:

### **Application Cancellation for Fall 2017: JULY 15, 2017**

- If you cancel after this date, you will NOT be eligible for a refund.
- If you apply after this date, you will NOT be eligible for a refund.

### **How to Cancel your Application Before Check-In:**

- Log into your [Housing Portal](#)
- Select the application for your academic year / semester
- Click on the CANCEL APPLICATION button on the top right of your application.
- Carefully read the policy and instructions.
- Please tell us as to why you are cancelling.
- Click CANCEL APPLICATION at the bottom of the page to submit your request.

You will receive an email from [housing@csu.edu](mailto:housing@csu.edu) to let you know that your request has been received and is under review. Once your application has been canceled, you will receive a separate email to confirm that your application has been canceled and information about your refund IF you are eligible. If you cancel after the date listed above for the corresponding semester, you will not be eligible to receive a refund of your \$300 down payment.

### **After you check in, you cannot cancel your application online.**

Please contact the Housing Office for more information about cancelling after check-in.