



◆ TERMS and CONDITIONS

For Room and Meal Plan Academic Year 2009-2010

RESIDENTIAL SERVICES

This is your personal copy of the Terms and Conditions for Room and Meal Plan for the Residential Contract. The University may amend this contract by providing residents notice in writing of any changes. It is mutually agreed that all required notice to the student is effective when deposited in the student's University mailbox and/or posted to his/her University email account. Please read all information carefully before signing the contract. Keep this for your records.

I. Food Service

All students living in a university residential facility are required to participate in the Willamette Meal Plan program.

The Willamette Meal Plan consists of "all you can eat" meals (dinners Sunday through Friday and brunch on Saturday) and Meal Plan Points for use on an "a la carte" basis (breakfast and lunch Monday through Friday, dinner Saturday and brunch on Sunday). The Junior/Senior (JS) Plan consists of your choice of three "all you can eat" meals a week and Meal Plan points.

The Willamette Meal Plan offers five different Meal Plan Points choices for the "a la carte" meals:

Plan A	375 Meal Plan Points per semester	Plan D	675 Meal Plan Points per semester
Plan B	450 Meal Plan Points per semester	Plan JS	650 Meal Plan Points per semester
Plan C	550 Meal Plan Points per semester		(juniors and seniors only)

Meal Plan Points are honored at Goudy Commons, Kaneko Commons, Montag Convenience Store and the Cat Cavern. Students on the Willamette Meal Plan may change from one Points plan to another during the first two weeks of each semester by notifying Residential Services in writing.

The University shall provide meals on a regular basis subject to the Food Service board schedule (does not include Thanksgiving and Spring Breaks). Compass Cards (Student I.D. cards) are used as meal cards and are required for service. The Willamette Meal Plan begins with breakfast the day before undergraduate classes begin Fall semester and with dinner the day before the first day of undergraduate classes Spring semester.

Meal Plan Points carry over from Fall to Spring semester for students who remain on the Willamette Meal Plan. Students who move off the Willamette Meal Plan (e.g., to a sorority, university-owned apartment, off campus, semester abroad program or graduate at semester) receive no Points carry over credit or refund. Points remaining at the completion of Spring semester are non-refundable. No credit is issued for "all you can eat" meals not taken.

II. Housing

Upon assignment, Willamette University agrees to provide eligible students with a residential room for the academic year or portion thereof. As a part of room costs, the University will provide housekeeping services for public areas and restrooms, utilities and maintenance. In addition, all students shall be provided with a bed and mattress, desk and chair, closet space, bookshelf, dresser, central room light, data port and room telephone jack.

A. Eligibility

Campus residences are reserved for Willamette University students. Only single students enrolled at Willamette University (either full or part time) or others authorized by Residential Services may reside in campus residences. The Board of Trustee policy states that, "All freshmen and sophomores are required to live on campus unless they are married, over the age of 21, or living with parent(s) within a commutable distance of 25 miles or less." All freshmen and sophomores will be assigned to campus housing in accordance with the Trustee residency requirement. Students who do not adhere to this requirement will be assigned a room, billed accordingly and referred to the campus conduct office.

Students with a minimum of sophomore standing are eligible for room/suite assignments to Kaneko Commons wings B and C.

B. Occupancy

The term of the Residential Contract is for the **full academic year**, or if entered into after the start of the academic year, for the balance of the academic year. The University agrees to assign space and provide meals only after the applicant has properly signed and returned the contract and preference card. **By moving into**

campus housing without a signed contract, the student obligates him/herself to all of the terms and conditions of the contract including the non-negotiable cancellation fee.

Unless specified otherwise in writing, the period of occupancy begins for new undergraduate students with new student orientation and for returning students at 10 a.m. the Sunday prior to the first full day of classes and ends 24 hours after one's last final or, if participating in Commencement, at noon the day after Commencement. The 24-hour time allowance may vary with the last day of each semester.

Students are not allowed to occupy a room/suite prior to these official opening dates and after these official closing dates except by authorization from the Director of Residential Services or an authorized designee at a cost of \$30 per night. This charge will be waived if the student is authorized to participate in an official University program.

Students may not live in the residences between Fall and Spring semesters. Residents are required to vacate their rooms no later than noon the day following the last scheduled exam.

The period of occupancy for students who contract for room and meals after the first day of each semester will begin on the effective date of their contract. There will be no reduction in cost for late arrival or early departure.

Rooms will be held for the first two class days of each semester unless prior arrangements have been made with Residential Services. In conjunction with the Registrar's Office, students who have not arrived in their assigned spaces will be classified as "no-shows" after the second class day. Contracts for "no-shows" will be canceled and the spaces reassigned.

Enrollment at the University and confirmation of an assignment is considered binding. Therefore, actual physical occupancy of the room/suite by the occupant and/or one's possessions is not necessary to constitute occupancy.

C. Interruption of Services

The University shall not be responsible for disruption or nonperformance of services due to circumstances beyond its control.

D. Assignments, Consolidation and Removal

The University reserves the right to place people in spaces as needed. Otherwise, the following guidelines apply: Assignments to campus residences are made by Residential Services and are considered permanent throughout the academic year. Priority for assignments is based on class standing (with preference going to seniors first) and one's current occupancy status. New students are assigned based on the date their enrollment deposit is received by the Admission Office. Types of accommodations and requested roommate preferences are honored whenever possible.

Students requesting special accommodations due to a disability must submit acceptable documentation to the Disability Services Office prior to applying for campus housing to be certified. Residential Services will review the recommendation made by Disability Services and make an assignment based on the availability of space, the individual's needs and the University's ability to reasonably accommodate the student. Any time a student requests and is assigned a single room, regardless of circumstances, the single rate will be charged. In the event that a single room is not available and it is necessary to convert a multiple occupancy room to single occupancy to accommodate a special need, the student will be charged the single rate.

Students are encouraged to work together and communicate with one another to establish agreeable terms for sharing their room. Efforts to minimize conflict and differences amongst roommates should be made prior to requesting an assignment change. Residence Life staff are available to help resolve roommate conflicts. Requests to change rooms are honored if the Area/Commons Coordinator approves the move and the residential transfer process is completed (see Student Handbook for instructions). If a student is approved to move elsewhere on campus, it is his/her responsibility to complete the Residential Transfer process.

If a vacancy occurs in a double occupancy room during the academic year, a Residential Services staff member will notify the remaining student that they have two (2) working days to select one the following options and contact their Area/Commons Coordinator to facilitate an assignment change:

1. Accept a roommate assigned by Residential Services at any time.
2. Select a roommate from another room that is under/over assigned.
3. Move into another under-assigned room.
4. Move into an available single room, paying the single rate.
5. Remain in the double room, paying the single rate. This option is only available on a case-by-case basis with approval from the Director of Residential Services.

Under-assigned rooms may be consolidated at the end of fall semester if option 1 above is selected.

If a vacancy occurs in a triple occupancy room during the academic year, a Residential Services staff member will notify the remaining student(s) that they have two (2) working days to select one of the following options and contact their Area/Commons Coordinator to facilitate an assignment change:

1. Select a roommate(s) from another room that is under/over assigned.
2. Move into another under-assigned room.
3. Move into an open double room.
4. Each move into available single rooms, paying the single rate.

If a vacancy occurs in a triple occupancy suite at Kaneko Commons during the academic year, a Residential Services staff member will notify the remaining student(s) that they have two (2) working days to select one of the following options and contact their Area/Commons Coordinator to facilitate an assignment change:

1. Select an eligible roommate(s) from another room that is under/over assigned.
2. Move into another under-assigned room.
3. Move into an open double.
4. If eligible, move to a qualifying apartment.
5. Accept a roommate assigned by Residential Services.
6. Each move into available single rooms, paying the single rate.

If a vacancy occurs in a shared single room at Kaneko Commons during the academic year, a Residential Services staff member will notify the remaining student(s) that they have two (2) working days to select one of the following options and contact their Area/Commons Coordinator to facilitate an assignment change:

1. Select an eligible roommate from another room that is under/over assigned.
2. Accept a roommate assigned by Residential Services.
3. Move into another under-assigned room.
4. Move into an open double room accepting a roommate assigned by Residential Services.
5. Move into an available single room, paying the single rate.

Multiple occupancy rooms cannot be secured as singles except as outlined above.

Circumstances may require that a residence or portion thereof be closed or redesignated (i.e., men's wing changed to women's wing), and residents may be required to move from their originally assigned rooms. Therefore, the University reserves the right to immediately assign or reassign space and/or students as necessary.

Greek Affiliates: Individuals who join a fraternity understand that there is an obligation to reside in the chapter house, if space is available. Greek affiliates (Sophomore, Junior, or Senior members/pledges) may sign up for a residence hall room, commons space, or apartment after their house is full and they have signed their chapter's waiting list. Greek affiliates are reassigned to their chapter when a vacancy occurs in the house at any time throughout the year.

If applicable, following formal recruitment, new first-year student (freshman) members will be asked to move into their chapter house to replace live-in members who graduated in December or went on a Willamette study abroad program Spring semester.

E. Payment

The student agrees to pay room and meal plan fees and properly billed charges (e.g., for damage, guests, lost keys, etc.) at the time(s) scheduled by the University. Room and meal plan charges are to be paid each semester in advance unless a deferred payment plan is arranged with the Business Office. Students residing on campus may be required to pay a per semester program and/or activity fee. Contact Residence Life for more information. Failure to complete financial arrangements with the Business Office will result in the cancellation of the Residential Contract for Room and Meal Plan by the University.

F. Cancellation Provisions

The room and meal plan contract is binding for the entire academic year or portion thereof if entered into after the beginning of the academic year. Juniors, seniors or any students who are 21 or older are eligible to cancel this contract if advance written notification is provided to Residential Services. In event of our cancellation, or the student's choice to cancel this agreement to move off campus, **a non-negotiable \$600 contract cancellation penalty** and the to-date room and meal plan charges will be assessed and Meal Plan Point balances will be taken to zero. **The grace period for canceling this contract to move off campus without financial penalty ends at 4:30 p.m., May 29, 2009.**

This contract may be canceled during the term of the contract without financial penalty for the following reasons: (1) graduation, (2) withdrawal for at least one semester, (3) participation in the University-sponsored study abroad program, (4) leave of absence, (5) call to active military duty, (6) ineligibility to continue enrollment due to a failure to meet academic requirements, (7) failure to enroll second semester, or (8) marriage (must provide proof).

Students who cancel their contract **at any time during the contract term** are responsible for the following within 24 hours (this time allowance may vary with the last day of each semester): (1) returning their key to a Residence Life Staff member to avoid a \$65 rekey charge, (2) checking out with a Residence Life Staff member to avoid paying an improper check out charge and (3) if moving off campus, paying the \$600 non-negotiable contract cancellation penalty.

Students who are still enrolled and leave the residences during the school year without a release from the contract continue to be financially responsible for room and meal plan charges that accrue against their accounts.

Residents are advised not to sign outside contracts or leases until they have been formally notified of their release.

G. Prorating Housing and Meal Plan Charges

Students who live in residential housing for only a portion of the semester will be assessed housing and meal plan charges on a prorated basis and Meal Plan Point balances will be taken to zero with the following exception: **Students who check out of a residential facility during early arrival/orientation through the first Friday of classes, for any reason, will be charged the equivalent of prorated room and meal costs for a minimum of five (5) days, plus any applicable cancellation fees and the Meal Plan Point balance will be taken to zero.**

If a student is withdrawing from the University, charges are prorated by the date the student officially checks out with their Residence Life staff member, not the date the student withdraws from the University. However, in no case will prorating of charges be based on a checkout date earlier than the date the student officially withdraws from the University. (See section F for check out responsibilities.)

If a student uses Meal Plan Points in excess of "their to-date average" and the student (or the University) severs this agreement, the student will be billed the cost of the meal plan points used in excess of the to-date average (available from Residential Services and Bon Appetit).

H. Relocation and Termination

1. Nothing in this agreement will limit the right of Willamette University to terminate this agreement.
2. Any student who violates the contract and/or rules and regulations covered by the Terms and Conditions for Room and Meal Plan (including non-payment) may be required to relocate or withdraw from housing accommodations and pay the \$600 non-negotiable contract cancellation penalty (see section F).
3. For the benefit of the individual students and/or the community, behavior, which significantly disrupts individuals or the community, shall be grounds for notice to relocate to another assignment or to vacate the residence and terminate the contract (e.g., disorderly conduct, harassment, unreasonable noise, violation of a theme living contract) and pay the \$600 non-negotiable contract cancellation penalty (see section F).
4. The University will give the student at least three (3) days notice of termination or reassignment unless the student, or someone under the student's control, threatens to inflict, or actually inflicts personal injury or substantial damage to the premises or commits an act which is a significant disruption to the community. In such a case, 24-hour notice of termination may be delivered to the student.
5. Failure to: (a) comply with instructions to vacate after termination or relocation by Willamette University or (b) move out after withdrawing from campus housing will result in the removal and storage of the student's possessions by the University at the student's expense.
6. In the event of a roommate conflict where the University requires a resident to move out of the room/residence, it is understood that the resident may be required to change their room style/type.

I. Responsibility for Damage / Loss / Maintenance Requests

Student rooms/suites and furnishings provided therein are to be used in the manner for which they are designed. No University property, including room/suite and lounge area furnishings, may be moved within the building or from room/suite to room/suite.

The University acknowledges that depreciation occurs to a building, room/suite, furniture and equipment due to reasonable wear and tear caused by normal usage. However, the student specifically agrees that he or she will be financially responsible for damage or other loss incurred to the building, room, furniture and equipment, which is in excess of normal wear and tear. This will include the responsibility for unassigned window/glass door breakage in a student room/suite/residence.

Students are responsible for immediately reporting any room/suite maintenance needs, damages or losses by completing a maintenance request (<http://www.willamette.edu/dept/reslife/>) or informing their Residence Life staff member so repairs can be made in a timely manner. Damage or loss within student rooms/suites is the joint responsibility of the students assigned.

Because all residents share responsibility for their building, damage, vandalism or loss to public areas (including bathrooms) will be their joint responsibility. Any costs incurred to repair and/or clean public areas (including furnishings) will be equally split and assessed to the entire living group or portion thereof if the person(s) responsible is not identified.

A handling fee of \$5 will be assessed to bills for vandalism and/or damages in excess of normal wear and tear.

J. Room and Suite Condition / Inventory

University staff inspects rooms before students arrive. Students are not permitted to make alterations to their room/suite or to the furniture. Students will be billed for any damages that occur and for any alterations that they make to the room/suite/furnishings during their occupancy as indicated on their inventory card.

Students are responsible for the upkeep of their own rooms/suites and private/semi-private bathrooms and are expected to keep them in a neat and sanitary condition.

Students are responsible for checking in and out of their rooms/suites with a member of the Residence Life staff. An inventory card is filled out for the student's protection. When a room/suite is vacated, it is to be returned to its original condition. A \$25 fine is assessed if a student fails to check in/out of his/her room/suite with a staff member within 24 hours of arrival/departure/withdrawal. A student has properly checked out when they have given the completed, signed inventory card and key (except Kaneko wing B and C residents) to the Residence Life staff member who inspects the room/suite.

K. Keys

All living organizations are locked 24 hours a day and have a card lock access system for entry. Compass Cards (student I.D. cards) are used for the card lock system. At check-in, students are issued a key to their room (or new ID card for Kaneko B and C wings). Students are responsible for their key until they check out. Students may not lend their key or Compass Card to anyone for any purpose. Keys are issued by Residential Services and returned to the Residence Life staff member who checks the student out of the room. If a key is lost or stolen, it is the student's responsibility to report the missing key to Residential Services and to pay for the lock to be changed for the security of the resident(s). Failure to return a room key at check out will also result in a lock change. A lock change and new keys costs \$65. If an I.D. card is lost or stolen, it is the student's responsibility to report the missing card to Campus Safety. Replacement cost for an I.D. card is \$10.

L. Assignment of Contract

This contract is not assignable nor can space be subleased.

M. Guests

Students are responsible for payment of all charges related to the presence of their guests on campus, and for insuring that their guests comply with housing policies and general campus rules and regulations. Guests are limited to no more than three consecutive nights on campus. Consent to host a guest in an individual student room/suite must be obtained from the roommate(s) in advance. Guest rooms for visitors may be rented through Residential Services.

N. Entry into Premises

It is the University's policy to respect each resident's right to maximum privacy in his/her room/suite. Where possible, notice is given by University personnel prior to entering a student room/suite for routine maintenance and inspection. The student will not reasonably withhold consent to Willamette University or its designee to enter a room/suite/residence in order to inspect the premises, or make reasonable or agreed upon repairs or improvements.

University personnel and their authorized designee(s) may enter a resident's room/suite without notice for an emergency, maintenance work, fire safety inspections, fire alarm/drills, insuring compliance with health and safety standards or a reasonable cause to believe there have been violations of University policy or state or federal law.

By submitting a work order to a University staff member to make repairs in the room/suite, the student gives permission for Facilities Management and WITS staff to enter and make requested repairs even if they are not present.

O. Vacation Periods

Campus residences are open during Thanksgiving and spring vacations, although meals are not provided. Only Willamette University students may reside in campus living organizations during these vacation periods. All residences must be vacated during semester break. Unauthorized individuals found within secured residences during vacation periods will be considered trespassers.

P. Loss of or Damage to Personal Property

Willamette University is not liable or responsible in any way for the loss of or damage to money, valuables or other personal property of students or guests, or for personal injury sustained on the premises.

Q. Insurance

Students are responsible for maintaining their own personal property insurance and liability coverage for damage, loss/theft of property or fire.

R. Safety and Security

Willamette University is an open campus in an urban area. Students are urged to be cognizant of their own safety and security needs while on and off campus.

The University has taken steps to provide a safe and secure environment. Appropriate room/suite locks and outside door locks are provided. An escort service is available by contacting Campus Safety.

Ultimately the responsibility for personal safety and the security of personal belongings rests with the individual student. Propping exterior doors jeopardizes the safety and security of the entire community and may result in conduct action.

All fire doors including resident's rooms equipped with an automatic door closure are not to be tampered with or disabled. According to the Uniform Fire Code it is a violation to prop a door even if it is attended. The City Fire Marshal, Student Conduct Board or a Campus Conduct Officer may levy fines.

S. Health or Safety Concern

If a student's behavior causes University staff to be concerned for his/her health or safety, the University may require that the student meet with a staff member at the Bishop Wellness Center for discussion, evaluation and/or treatment.

T. Abandonment

The student agrees that any goods, bicycles, motor vehicles or other property left in the room/suite/residential common area at termination of occupancy by any means shall be considered abandoned and are subject to donation and/or disposal at the student's expense.

U. Storage

At any time, storage of belongings is at the individual's risk. Storage is limited and not guaranteed. Items left in designated storage areas over one year are subject to donation and/or disposal. All items must be clearly marked with the student's name, contact information and the date stored. Items may not be stored in common areas at any time. See sections P. and Q.

V. Parking

Parking permits are required on campus and space is not guaranteed in an adjacent lot.

W. Telephone Service

Only local phone calls may be direct dialed from a campus residence. Long distance calls may be made using a calling card. Students who do not abide by the telephone service regulations are subject to conduct action. Students who elect not to bring their own room/suite phones may check one out from WITS.

X. Indemnity

Student hereby agrees to hold the University harmless for any suit, action at law, or other claim resulting from an injury to the student or the student's guests or invitees or damage to property while living in a residence hall or fraternity, unless the injury is caused by the negligence of the University or its authorized agents.

Y. Severability / Non-Waiver / Remedies Cumulative

The Terms and Conditions for Room and Meal Plan are intended to comply with all laws applicable to the University. If any one or more of the provisions of this Agreement, or the applicability of any such provisions to a specific situation, shall be held invalid or unenforceable, such provision shall be modified to the minimum extent necessary to make it or its application valid and enforceable, and the validity and enforceability of all other provisions of this Agreement and all other application of any such provision shall not be affected thereby. The failure of the University to exercise any right or remedy available as a result of the student's breach of any of the terms, covenants or conditions of this Agreement shall not be deemed to be a waiver by the University of any such rights or remedies. No terms or conditions of this Agreement required to be performed by the student and no breach thereof shall be waived, altered or modified except by an express written instrument executed by the University. The receipt of rent by the University with the knowledge of the breach of any terms, covenants or conditions of the Agreement shall not be deemed a waiver of such breach. Remedies of the University under the terms of this Agreement are cumulative and are not exclusive of any other rights or remedies available at law or in equity.

Z. Rules and Regulations

The following are prohibited in campus residences and/or on University property. Violations may result in conduct action or could, depending on the severity, result in removal from on-campus housing.

1. Violations of any published University policy or procedure or any local, state or federal law.
2. Violations of the City Fire Code and University Safety Guidelines, (a) that prohibit the use of an unfused and/or ungrounded extensions, splitters, or power strips, (b) that prohibit storage and/or use of flammable materials, (c) that include non-compliance with fire safety inspection violations.
3. Candles and incense.
4. Refrigerators larger than 4.8 cubic feet and drawing more than 1.5 amps in student rooms/suites (must be UL approved).
5. Cooking in student rooms, suites, bathrooms, hallways or lounges, or on roofs, balconies or ledges.
6. The use of electrical equipment such as window coolers, air-conditioners, microwaves, electric grills, electric fry pans, irons, toaster ovens, hot plates or any type of exposed burners or open flame devices in student rooms/suites/hallways/stairwells/lounges that present a fire hazard or that overload the electrical capacity of the building. (Sealed unit coffee pots, hot pots and popcorn poppers with automatic shut offs are permitted if extreme caution is used.)
7. Halogen lights (i.e., desk, floor), sun lamps.
8. The sale of alcoholic beverages, and the use, sale, distribution or possession of narcotics and other illegal drugs. The use or possession of alcoholic beverages is permitted only as outlined in the Selected Policies Manual and in adherence to Oregon State law.
9. Commercial use of any part of a residence facility or grounds, or solicitation anywhere on the premises by residents or nonresidents except as authorized by Residential Services. This includes using the facility as a location for child care or other personal gain.
10. Cats, dogs and other pets with the exception of fish (which are the student's responsibility at all times).
11. Gambling.
12. The possession of dangerous weapons including but not limited to sling shots, firearms (including BB, Airsoft and paintball guns), nunchakus, knives, explosives including firecrackers, fireworks, dangerous chemicals or propulsion devices. A weapon includes: (a) any item or instrument defined as a weapon by local, state or federal law, (b) any item designed to cause injury or incapacitate another person, (c) any item used to harass, threaten, intimidate, assault or batter another person, (d) any item the University deems dangerous.
13. The installation of or tampering with outside antennas, cables of any kind, Comcast or Digital Satellite System equipment, except as authorized by Residential Services.
14. The repair of motor vehicles/scooters in any part of a residential facility or on the grounds.
15. The storage of motor vehicles/scooters in any part of a residential facility. Vehicles/scooters found on the premises will be removed and stored at the expense of the owner.
16. The unauthorized possession, use, reproduction or sale of keys/I.D. cards to University facilities.
17. Removing beds or other furniture from the assigned room/suite.
18. Removing furniture/equipment from lounges or other common areas.
19. Waterbeds.
20. Lofts (e.g., raising the bed off the floor in any manner not consistent with manufacturer specifications) or other construction additions.
21. The painting of student rooms.
22. Cohabitation (except in the 3 bedroom suites and shared singles at Kaneko Commons that may be assigned to mutually requested men and women and in approved gender neutral assignments).
23. Noise at any time of the day or night, which significantly disturbs other residents.

24. Tampering with and/or blocking smoke detectors, sprinklers, fire safety equipment, fire alarms, fire fighting equipment or removing automatic door closures.
25. Remaining in the building during a fire alarm or drill.
26. Using hallways, stairways or other emergency exits for bicycles, or other personal property.
27. Using hallways, bathrooms, stairway landings or other emergency exits for recycling or any items that block egress.
28. Blocking emergency exits in any way.
29. Hanging items from pipes, vents, conduits, smoke detectors, sprinklers or other building structures.
30. Access to roof areas of buildings, porches or covered walkways.
31. Stolen property (i.e. street signs, etc.).
32. Smoking in campus residences, including the balconies at Kaneko Commons. (Smoking is allowed 25 feet away from University buildings.)
33. Using windows as exits or entrances (except in emergencies) or throwing anything into or out of a window or onto and off any balconies (this includes any use of roof or overhang areas or ledges).
34. Hanging items out of a window, including window coolers, or displaying items in a window is subject to restrictions.
35. Failure to clean up bodily fluids. A biohazard clean up fee will be assessed to an individual or to an entire living group or portion thereof if the responsible party is not identified.
36. Behavior which intimidates or interferes with the quiet enjoyment of the premises by others, specifically but not limited to behavior which attempts to force a roommate to move out of the room/suite, or to prevent a new roommate from moving in, and behavior which is disruptive in dining areas, classrooms or any other residential/campus facility.
37. The use of the University's name, symbols and identity without written permission.
38. Anything that changes the outside appearance of the building.

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