

Event Management, Dining, and Hospitality

Meal Plan Contract Terms and Conditions

Summer 2025

I. Introduction

All the material referenced herein becomes and shall be an integral and binding part of this meal plan contract. It is the meal plan participant's responsibility to become familiar with all provisions of this contract and materials referenced.

University regulations and policies are subject to changes and additions. Such changes and additions affecting meal plan contracts shall be officially announced and/or posted on the dining website (Dining.IllinoisState.edu) and this shall constitute actual notice to meal plan participants. The changes and additions shall become effective and binding at the date of such posting or official announcement.

II. Required Participation and Eligibility

Required Participation

All students living in the traditional residence halls (Haynie, Hewett, Manchester, Watterson, Wilkins, and Wright) are required to purchase a meal plan for the duration of their summer housing contract. If a student living in the residence halls does not select a meal plan, a 21-Meal Traditional meal plan will be assigned to the student for the duration of the student's summer housing contract, and the cost of the assigned meal plan will be applied to the student's account.

Optional Participation and Eligibility

Students not living in the University residence halls (Haynie, Hewett, Manchester, Watterson, Wilkins, and Wright) who are enrolled for the current summer semester or were enrolled the semester directly preceding the summer session (qualifying semester) at Illinois State University are eligible to purchase a meal plan but are not required to do so. Students who are not enrolled for a qualifying semester at Illinois State University are not eligible to purchase a meal plan.

All meal plan participants are required to comply with the University health and safety requirements and guidelines, as applicable.

III. General Terms and Conditions

a. Period of Contract

The summer meal period is Monday, May 12– Friday, August 8. Contract length may vary from participant to participant.

From May 12 – August 8, Watterson Dining Commons will provide primary service. Regular hours of operation are breakfast from 6:30 a.m. to 8:30 a.m., lunch from 11:00 a.m. to 1:30 p.m., and dinner from 4:30 p.m. to 7:00 p.m.

The dining center will be closed on May 27 for Memorial Day, June 19 for Juneteenth, July 4 for Independence Day, and August 7 for staff training.

Event Management, Dining, and Hospitality reserves the right to alter services, locations, or hours of operation. Notice will be given through the posting of modified schedules and/or additional information regarding the dining center on the dining website (Dining.IllinoisState.edu), except where emergency circumstances prevent such notice.

b. Meal Plan Access

Event Management, Dining, and Hospitality uses a computerized system to control access to the dining center. **NO MEAL WILL BE PROVIDED WITHOUT PRESENTATION OF VALID UNIVERSITY ID AND/OR ALTERNATIVE FORM OF PAYMENT.** See the Redbird Card Office website for ID policies. (<https://redbirdcard.illinoisstate.edu/using/>).

Meals are not transferable. Meal plan participants may only pay for guest meals by using the flex dollars portion of the plan. Credit, debit, and Redbird dollars are also accepted for guest meals. Meals that are included in a meal plan can be used at either residential dining center open for service during the contract period. A 30-minute period is required between meal plan transactions excluding flex dollar transactions.

c. Meal Plan Changes

Meal plan participants may request a change to their summer meal plan by contacting Event Management, Dining, and Hospitality via email at MealPlans@IllinoisState.edu prior to the beginning of the selected summer meal period. No changes will be allowed after the selected summer meal period begins. Approval of change requests is at the sole discretion of Event Management, Dining, and Hospitality.

If a student extends their stay in a traditional residence hall, their summer meal plan must be extended accordingly by contact Event Management, Dining, and Hospitality via email at MealPlans@IllinoisState.edu. Otherwise EMDH will extend the summer meal plan contract automatically according to the student's summer housing contract start and end dates.

d. Cancellation Policy

Meal plan participants who reside in traditional residence halls may only cancel their summer meal plan contract after cancelling their summer University Housing Contract. Other meal plan participants, who are participating at will, may cancel the meal plan contract upon withdrawal from the University according to the following provisions, dates, and charges:

1. Request for cancellation must be in writing and signed by the meal plan participant and addressed to:

Illinois State University
Event Management, Dining, and Hospitality
Attn: Meal Plan Administration
Campus Box 2650
Normal, IL 61790-2650

OR

Via University email by contacting MealPlans@IllinoisState.edu and including the signed cancellation request. Cancellation requests will only be accepted from the student's Illinois State University email address.

Notification of cancellation to other university offices or departments will NOT serve as notice of a participant's intent to terminate the summer meal plan contract.

2. Event Management, Dining, and Hospitality will acknowledge receipt of a meal plan participant's written request for cancellation of the contract. It is the meal plan participant's responsibility to contact Event Management, Dining, and Hospitality to ascertain if the request was received.
3. The meal plan participant will be held responsible for cancellation charges as outlined below. A week is defined from Sunday to Saturday. The cancellation date is the later of the following two dates: a) the last day of the week that

the meal plan (meals or flex dollars) was used; b) the last day of the week that the meal plan participant is eligible to cancel.

Cancellation Date	Cancellation Charges	
Prior to start of meal period	None	
After start of meal period	Traditional	Greater of: Weekly cost of meal plan*number of weeks completed OR (Weekly cost of meal plan less weekly flex dollars)*number of weeks completed + total flex dollars used
	Block	Greater of (total cost of the meal plan/13 weeks) * number of weeks completed OR (total cost of the meal plan/total meals in plan)*number of meals used

4. Upon nonpayment of a meal plan purchase as outlined above, the University may cancel the meal plan and refuse further requests to purchase future meal plans.
5. Event Management, Dining, and Hospitality reserves the right to cancel a meal plan contract upon determination that the participant is no longer eligible.

e. Liability

The University assumes no responsibility or liability for personal property in any campus dining facility.

f. Solicitation

The University prohibits any sales or solicitation in the dining centers without written consent of Event Management, Dining, and Hospitality. Refer to the [University's Solicitation Policy 6.1.1](#) for additional information.

IV. Meal Plan Rates and Descriptions

The following section outlines options, rates, descriptions, and availability of meal plans for Summer 2025. Meals are NOT prorated based on date of purchase.

a. Traditional Access Meal Plan

The traditional meal plan includes a specific number of meals per week and may also include a specific amount of flex dollars per week. Meals in this plan expire Saturday evening. Unused meals on the traditional plans do not carry forward to the next week. There are no refunds for unused meals. All flex dollars will be loaded onto the meal plan participant’s university ID card at the beginning of the contract period for use throughout the duration of the contract. Any flex dollars remaining at the end of the contract period will expire. There are no refunds for unused flex dollars.

Meal Plan	Rate	Description	Available To
21-Meal Traditional	\$145/week	This plan includes 21 meals per week.	Students living in traditional residence halls
14-Meal Traditional Access	\$145/week	This plan includes 14 meals and \$20 flex dollars per week.	Students living in traditional residence halls

b. Block Meal Plan

The block meal plans include a specific number of meals for the summer meal period. Any meals remaining at the end of the summer meal period will expire. There are no refunds for unused meals.

Meal Plan	Rate	Description	Available To
100 Block	\$936	This plan includes 100 meals that may be used through the entire summer semester.	Students living off campus
50 Block	\$500	This plan includes 50 meals that may be used through the entire summer semester.	Students living off campus

V. Guest Meal Policy

Meals are not transferable. Flex dollars may be used to purchase a guest meal in the residential dining center at the posted door rate or at any retail location where flex dollars are accepted. Credit, debit, and Redbird dollars are also accepted for guest meals; cash is accepted for guest meals at select retail locations.

VI. Meals

Summer meal plan allocations expire at the end of the summer semester and do not roll over to the subsequent term. There are no refunds for unused meals at the end of the

summer semester. Additionally traditional meal plan allocations expire at the end of each week and do not roll over to the following week.

VII. Flex Dollars

Meal plan participants may receive flex dollars depending on the meal plan selected. Flex dollars may only be spent on food or drink at the retail dining venues, the dining center, and vending machines in the residence halls and Cardinal Court. For a complete list of venues, please visit the dining website (<https://dining.illinoisstate.edu/locations/>).

Flex dollars are accessed through the meal plan participant's Redbird Card (University ID) with the exception of Starbucks. Flex dollar transactions at Starbucks must occur through the official Starbucks mobile application. See the Dining website for instructions on linking flex dollars to the Starbucks mobile application (<https://dining.illinoisstate.edu/locations/starbucks/>).

Flex dollars remaining at the end of your contract period will expire. There are no refunds for unused flex dollars.

VIII. Carryout Option

While carryout is available, disposable containers do not support campus sustainability efforts. Meal plan participants are highly encouraged to dine in rather than carryout whenever possible.

All meal plan holders are allowed up to two (2) carryout meals from the residential dining centers per day. A carryout meal is defined as one entrée, two side dishes, and one dessert. Meal plan holders may take a beverage to-go by using their own single-serving reusable cup up to a maximum of 40 fluid ounces.

Those who wish to obtain a carryout meal must notify the cashier upon entering the dining center. Meal plan participants may not take a seat in the dining center once a carryout box has been obtained. The carryout box must be fully closed when leaving the dining center (cannot fill the lid and base separately).

Dine-in and carryout meals are two separate transactions. A meal plan participant who wishes to dine-in and carryout must use two meals. After the meal plan participant completes their dine-in meal, they must use their meal plan a second time to obtain a carryout box to fill and take out of the dining center.

Carryout is available and provided to meal plan participants as a courtesy. Failure to follow these rules may result in the forfeiture of carryout privileges.

IX. Payments

Meal plan charges will be billed to your student account. All Student Account policies apply.

Billing statements will be available online through the meal plan participant's My.IllinoisState.edu account (<http://www.My.IllinoisState.edu/>). Visit the Student Accounts website (<http://www.StudentAccounts.IllinoisState.edu/>) for information about authorized user access, billing statement dates, due dates, and payment options.

X. Termination

EMDH reserves the right to terminate meal plans for cause at any time for reasons of order, safety, and public health, including but not limited to physical threats and altercations by meal plan participant in EMDH facilities, damage to EMDH property caused by meal participant or their guests, refusal of meal participant to comply with reasonable directions of EMDH staff acting pursuant to University responsibilities, violations of the Code of Student Conduct by the meal plan participant, non-compliance of meal plan contract terms and conditions, and/or conduct that is otherwise not compatible with maintaining order and business operation in the University dining halls. EMDH contract termination procedures will vary depending on whether the conduct leading to the contract termination is verified by EMDH (e.g., witnessed in person or on EMDH cameras by EMDH staff) or through a finding of responsibility for Student Code of Conduct charges or criminal conviction.

Procedure

Student Conduct Reported to or Witnessed by EMDH: If EMDH determines that a meal plan participant has engaged in behavior(s) outlined in Section X, the student will be sent a notice that contract termination is being considered. The notice will describe the conduct involved and the opportunity for the student to provide information to EMDH for consideration when making its decision about contract termination. Upon consideration of all information available to EMDH by the student's deadline for provision of information, EMDH will determine whether to cancel the student's meal plan and send notice to the student of the decision. If the contract is terminated, the student will be provided with the opportunity to appeal to the Director of EMDH (or designee) within five (5) days of the contract termination. If the decision to terminate the contract is upheld by the Director of EMDH or (designee), the student may appeal

the decision to the Vice President for Student Affairs (or designee) within five (5) business days of the date of the Director of EMDH or (designee) decision.

Student Conduct Reported to Student Conduct and Community Responsibilities: If termination of the dining contact is being considered for conduct charges under investigation by the Student Conduct and Community Responsibilities office, the student will be sent a notice of intent to terminate the dining contract, pending the outcome of the Student Code of Conduct charges. The final determination on whether to terminate the contract will depend on the outcome of the Student Conduct and Community Responsibilities investigation and the appeal process will be subject to the Student Conduct and Community Responsibilities' appeal procedures.

In the event of a conflict between this section and the remainder of the Terms and Conditions document, this section will apply.

XI. Information Collection

a. Personal Information Collection

The University may collect information that, alone or in combination with other reasonably available information, can reasonably identify or relate to a specific individual or household ("Personal Information") as follows:

Personal Information collected includes:

- University ID Number
- Transaction Number
- Transaction Amount
- Transaction Date
- Transaction Time
- Type of Meal Plan
- Flex Dollar Amount
- Transaction Location
- Usage Information: When a Redbird Card is used for a meal plan including flex dollars.

b. University Use of Your Information

The University may use Personal Information as specified in the University Privacy Policy <https://illinoisstate.edu/privacy-statement/> and (1) process a transaction a meal plan participant initiates; (2) improve Services and our products; (3) for internal business or academic purposes, including but not limited to the measurement of

usage; (4) for purposes disclosed at the time a meal plan participant provides their Personal Information.

The University may aggregate Personal Information and use the aggregated information, which does not identify a meal plan participant, to analyze the effectiveness of our Services, to improve and add features to our Services. In addition, from time to time, the University may analyze the general behavior and characteristics of meal plan participants and share de-identified aggregated information, like general usage statistics, with university personnel.

Acceptance of Summer 2025 Meal Plan Contract Terms & Conditions

I acknowledge that I have reviewed the Event Management, Dining, and Hospitality Summer 2025 Meal Plan Contract Terms and Conditions, have had sufficient time to review and seek explanation of the terms and conditions, have carefully read them, and agree to be bound by them. I agree to pay all of the charges arising under the Meal Plan Contract Terms and Conditions and any extension thereof when due under this contract and under the rules and regulations of the University together with all fees and other costs necessary for the collection of any amount not paid when due.

Name: _____ UID: _____

Student Signature: _____ Date: _____

(Cannot be typed)