

Event Management, Dining, and Hospitality

Meal Plan Contract Terms and Conditions

Summer 2017

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 Event Management, Dining, and Hospitality website 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. General Terms and Conditions

a. Period of Contract, Required Participation, and Eligibility

The summer meal period is May 15 – August 11. Contract length may vary from participant to participant.

Individuals living in a traditional residence hall (Haynie, Hewett, Manchester, Watterson, Wilkins, and Wright) during this time are required to have a dining contract for the same number of weeks in their summer housing contract.

Individuals living at Cardinal Court or off-campus will have the option to enter into a dining contract for all or a portion of the summer meal period. These individuals must be enrolled in Illinois State University for the summer session or during the semester directly preceding the summer session.

From May 15 – August 11, Watterson Dining Commons will provide primary service; the Marketplace at Linkins will be open periodically and may provide primary service as needed. Regular hours of operation are breakfast from 6:30 a.m. to 8:30 a.m., lunch from 11 a.m. to 1:30 p.m., and dinner from 4:30 p.m. to 6:30 p.m.

On June 9 – 11, the University will host a large conference. The menu will be limited to only a few selections during these days and wait times may be longer than normal.

The dining center will be closed on May 29 for Memorial Day and July 4 for Independence Day.

Event Management, Dining, and Hospitality reserves the right to alter services, location, or hours of operation. Notice will be given by posting information in the dining center and on the dining website (Dining.IllinoisState.edu), except where emergency circumstances prevent such notice.

b. Meal Plan Access

Meals included in a meal plan can be used in at either residential dining center open for service during the contract period.

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.

Meals are not transferable to others. Credit, debit, flex dollars, and Redbird dollars are accepted methods of payment for guest meals.

c. Meal Plan Changes

For individuals living in a traditional residence hall, any change to the length of their summer housing contract will impact the length of their summer dining contract.

Individuals living at Cardinal Court or off-campus may request a change to their summer meal plan by contacting Event Management, Dining, and Hospitality prior to the beginning of the summer meal period. No changes will be allowed after the summer meal period begins.

Approval of change requests for individuals living at Cardinal Court or off-campus is at the sole discretion of Event Management, Dining, and Hospitality.

d. Cancellation Policy

Summer meal plan contracts may be cancelled by individuals living in a traditional residence hall who first cancel their summer housing contract. Other meal plan holders, who are participating at will, may cancel the meal plan contract before any portion of the meal plan has been used according to the following provisions, dates, and charges:

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

Illinois State University
 Event Management, Dining, and Hospitality
 Attn: Meal Plan Coordinator
 Campus Box 2610
 Normal, IL 61790-2610

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.

3. Event Management, Dining, and Hospitality will acknowledge receipt of a meal plan participant's written request for cancellation of the contract. If the cancellation request is not acknowledged within ten (10) days, it is the meal plan participant's responsibility to contact Event Management, Dining, and Hospitality to ascertain if the request was received.
4. If the meal plan has been used prior to cancellation, the student will be assessed charges for usage based on the following formulas:

Traditional	Greater of total cost of meal plan*number of weeks completed (week is defined as Sun - Sat) OR (total cost of meal plan less flex dollars)/number of weeks in contract*number of weeks completed (week is defined as Sun - Sat) + flex dollars used
Block	Greater of (total cost of the meal plan/13 weeks) * number of weeks completed (week is defined as Sun – Sat) OR (total cost of the meal plan/total meals in plan)*number of meals used

5. Upon nonpayment of a meal plan purchased as outlined above, the University may cancel the meal plan and may refuse further requests from the individual to purchase future meal plans.

6. 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 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 6.1.14 for additional information.

III. Meal Plan Rates and Descriptions

The following section outlines options, rates, descriptions, and availability of meal plans for Summer 2017.

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 plan do not carry forward to the next week. There are no refunds for unused meals. All flex dollars will be loaded to your university ID card at the beginning of your contract period for use throughout the duration of your contract. Any flex dollars remaining at the end of your contract period will expire.

Meal Plan	Rate	Description	Available To
21-Meal Traditional	\$116/week	This plan includes 21 meals per week.	Traditional Residence Hall Students, Cardinal Court Residents, Off-Campus Students
14-Meal Traditional Access	\$116/week	This plan includes 14 meals and \$20 flex dollars per week.	Traditional Residence Hall Students, Cardinal Court Residents, Off-Campus Students

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
60 Block	\$435	60 accesses, good for any meal in the residential dining center.	Cardinal Court Residents, Off-Campus Students
48 Block	\$348	48 accesses, good for any meal in the residential dining center.	Cardinal Court Residents, Off-Campus Students
24 Block	\$174	24 accesses, good for any meal in the residential dining center.	Cardinal Court Residents, Off-Campus Students
16 Block	\$116	16 accesses, good for any meal in the residential dining center.	Cardinal Court Residents, Off-Campus Students

Flex Dollars

The amount of flex dollars varies depending on the meal plan selected. Flex dollars may be spent at retail dining venues in the Bone Student Center, the door rate in the dining center, and vending machines in the residential areas.

Flex dollars remaining at the end of your contract period will expire; flex dollars are nonrefundable.

Carryout Option

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

All meal plan options allow carryout. A carryout meal is defined as one entrée, two side dishes, one dessert, and one beverage.

Carryout is available and provided to you as a courtesy. You must notify the cashier that you want your meal carried out at the time you enter the facility. You may not take a seat in the facility once you have your carryout box. The carryout box must be fully

closed when you leave (no filling up the lid and base separately). If you desire unlimited seconds, you must dine-in. If you wish to dine-in and carryout, you must purchase two meals. You cannot purchase a dine-in and carryout meal at the same time. When you have completed your dine-in meal, you may purchase a carryout box separately. Once you have your carryout box, you may not sit down in the dining center again. Failure to follow these rules will result in the forfeiture of your carryout privileges.

Payments

Meals and flex dollars are NOT pro-rated based on date of purchase.

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

A billing statement will be sent to the student approximately 20 days prior to each payment due date. Failure to receive a bill does not relieve the student of the responsibility of paying by the due date. Scholarships, grants, or loans may be used to pay meal plan charges and other outstanding debts, charges, or penalties with the University.

Payments can be made online through the Student Accounts Service Center, online through the Authorized User Portal, in-person at the Cashier's Office or by check mailed to Illinois State University. The student's University ID number must be written on the check and mailed along with the billing stub to:

Illinois State University
Cashier's Office
Campus Box 1210
Normal, IL 61790-1210

Further information about billing and payments can be found at www.studentaccounts.illinoisstate.edu.