

2017–18 ISU DINING STUDENT CONTRACT TERMS AND CONDITIONS

Revised June 2017. Please read carefully. **Important dates and content changes from previous Terms are highlighted in yellow.**

Pages	Section	Topics
1	I. Introduction	Contract Dates; Rolling of Plans and DD; Eligibility; Requirements; Special Dietary Needs
1 – 2	II. Fees and ISUCards	Assessment of Fees; Rates; Lost ISUCards and Temporary Meal Passes
2	III. Meal Plans and DD	Meal Plans; Dining Dollars, Express Meals, Blocks, Purchasing Plans, Blocks, and DD; Redeeming Meals and DD
3	IV. Changes and Cancellations	Method; Changes / Cancellations; Missed Meals Due to Absence From Campus

I. INTRODUCTION

This document establishes the ISU Dining contract Terms and Conditions (“terms”) and Policy Handbook for meal plans, blocks, Dining Dollars (DD), and dining facilities. This contract is a binding agreement between Iowa State University (“ISU”) and the contract signatory. Along with the terms and policies in this document, all policies and regulations outlined in the 2017-18 Housing Contract Terms and Condition (“housing terms”), the ISU Dining website (<http://www.dining.iastate.edu>), and the University Policy library are hereby incorporated into this contract and are binding on all parties. It is the student’s responsibility to become familiar with all provisions of this contract. No verbal statement by any party is considered a waiver of any term or condition, whether expressed or implied, unless made in writing by the Director of ISU Dining.

A. Contract Dates

- During the Academic Year** – All plans, blocks, and DD (section III) are contracted for the **ENTIRE** academic year, both the fall and spring semesters.
- During the Summer** – All blocks and DD are contracted for the **ENTIRE** summer.
- Service Dates**

Term	Meal Service Begins	DD Available Date	Change/Cancel Deadline	Meal Service Ends	Service Black-Out Dates
Fall 2017	August 15, 2017	August 15, 2017	September 1, 2017	December 15, 2017	November 18 – 25, 2017
Spring 2018	January 5, 2018	January 4, 2018	January 19, 2018	May 4, 2018	March 10 – 17, 2018
Summer 2018*	May 14, 2018	May 14, 2018	Varies by session	August 3, 2018	May 28 and July 4, 2018

* For summer residents moving in for Session 2 or Trial Enrollment, meal service will begin the day of move in.

B. Rolling of Plans and DD

- For blocks and DD, summer allotments roll to fall and fall allotments roll to spring. At the end of spring, all meals and DD expire.
- The meal plan a student selects for the fall, unless changed or cancelled (section IV), will automatically roll to spring.

C. Eligibility

- To be eligible to purchase a meal plan, block, and/or DD, students must be in good financial standing with ISU and either assigned to on-campus housing, enrolled as a student at ISU, or enrolled in the Admissions Partnership Program.

D. Requirements

- Required Areas** – Residents assigned to Union Drive, Richardson Court, and Buchanan and Geoffroy halls are required to select **either the CyPower, CyValue, or Gold meal plan** (section III.A.1.). These residents will be defaulted to the Gold plan if they do not make their own selection in AccessPlus (A+).
 - For 2017-18 only, the Bronze plan is also available to any residence hall student who had the Bronze plan during the fall 2016 semester.**
- Voluntary Areas** – Off-campus students and residents assigned to Wallace and Wilson halls, **the Memorial Union**, Frederiksen Court, ISU West, Legacy, or Schilleter and University Villages are not required to contract for a meal plan. Residents in these locations may choose to purchase any meal plan, block, or DD amount.

E. Special Dietary Needs

- Students in required area (section I.D.) are not released from the meal plan requirement due to religious/lifestyle dietary practices.
 - ISU Dining meal plans and menus satisfy nutritional/fasting needs for religious/lifestyle practices and ISU Dining staff are available to work with students to choose menu items that meet their requirements.
- Dietary Accommodations**
 - Students with medical issues or dietary restrictions who require accommodation must participate in the Dining Accommodation Process. Information on this process is available on the ISU Dining web site.
 - If an accommodation is approved, staff will work with individuals to choose appropriate menu items and, when necessary, prepare individualized meals.
 - Individualized meals are available in Union Drive Marketplace only.

II. FEES and ISUCARDS

A. Assessment of Fees

- All meal plan, block, and DD fees are assessed through the University Bill.
- For contracts submitted prior to the start of the term, dining fees begin to accrue on the contract begin date.
- For contracts submitted after the term begins, meals, blocks, and DD are issued in full **and fees begin to accrue the date the contract is submitted.**

B. Rates

- Board of Regents, State of Iowa, received the proposed rates during the spring prior to the start of this contract. Final approval comes at the April or May meeting.
- Prior to final approval, residents may view the current year’s rates on the ISU Dining Web site. These are for illustrative purposes only and are subject to change with Board approval. The website will be updated as soon as the approved rates are available.
- The Board reserves the right to change the contract rates during the contract term with 30-day advance notice. If rates increase, students will receive an e-mail informing them of the change. Residents will have 20 days from the date of this notification to cancel their contracts without penalty.
- Board approval of the proposed rates does not constitute a rate change during the term of the contract.

C. Lost ISUCards and Temporary Meal Passes

- The loss or theft of an ISUCard should be reported immediately to the ISUCard Office in Beardshear Hall.
 - If the ISUCard Office is not open, students may use A+ to deactivate their card.

2. ISU Dining is not responsible for any fraudulent transactions or loss of DD.
3. Students who temporarily misplace their ISUCard may obtain a one-week, temporary meal pass from any Dining Center office.
 - a. The non-refundable cost for a temporary meal pass is \$5.
 - b. Temporary meal passes can be used in dining centers only. They cannot be used in retail locations or for DD purchases.
 - c. Temporary meal pass must be returned to the issuing Dining Center at the end of one week or the student will be charged \$25.

III. MEAL PLANS AND DD

A. Meal Plans

1. The following chart is a brief overview of the available meal plans. More details are available on the ISU Dining website.

Meal Plans	Plan Meals		Dining Dollars		Express Meals		Available To
	Amount	Expiration	Amount	Expiration	Amount	Expiration	
CyPower	UNLIMITED! For use only in dining centers.	N/A	\$200 per semester	May 5, 2018	46 each Semester	the end of each semester Fall = Dec. 15, 2017 Spring = May 4, 2018	All students
CyValue	UNLIMITED! For use only in dining centers.	N/A	\$0	N/A	34 each semester	the end of each semester Fall = Dec. 15, 2017 Spring = May 4, 2018	All students
Gold (default)	200 each semester. For use only in dining centers.	the end of each semester Fall = Dec. 15, 2017 Spring = May 4, 2018	\$100 per semester	May 5, 2018	35 each semester	the end of each semester Fall = Dec. 15, 2017 Spring = May 4, 2018	All students
Silver	225 each Semester For use in dining centers and for express meals	the end of each semester Fall = Dec. 15, 2017 Spring = May 4, 2018	\$200 per semester	May 5, 2018	N/A	N/A	Off-campus students; residents of the Memorial Union, Wallace/Wilson and all on-campus apts.
Bronze	125 each semester For use in dining centers and for express meals	the end of each semester Fall = Dec. 15, 2017 Spring = May 4, 2018	\$300 per semester	May 5, 2018	N/A	N/A	Off-campus students; residents of the Memorial Union, Wallace/Wilson and all on-campus apts.
For fall 2017 only, the Bronze plan is also available to any residence hall student who had the Bronze plan during the fall 2016 semester.							

B. Dining Dollar\$ (DD)

1. DD are a pre-paid, declining debit account, loaded onto the ISUCard, that can be used in all ISU Dining establishments and (some) campus vending machines.
 - a. In ISU Dining retail locations, DD can be used for food and beverage purchases only. The purchase of non-food/beverage items with DD is prohibited.
2. With the exception of the CyValue plan, all meal plans come with DD (section III.A.). Students should purchase additional DD only if their plan DD run out.
3. Once issued, DD are not refundable, except as outlined in section IV.B.5.
4. All unused DD expire **May 5, 2018**

C. Express Meals

1. Express meals are a flexible meal option that can be used in any dining center and in select ISU Dining retail locations.
2. The CyPower, CyValue, and Gold meal plans each come with an allotment of express meals. Express meals can also be purchased in blocks of 50, 85, or 105.
3. Express meals can be used for the contracted student or for their guests (section III.F.4.).
4. Unused express meals on the CyPower, CyValue, and Gold plans expire at the end of each semester.

D. Blocks

1. Blocks are groups of express meals, available in quantities of **50, 85, or 105**.
2. Unused Block express meals expire at the end of each academic year.

E. Purchasing Plans, Blocks, and DD

1. All meal plan, block, and DD purchases are made in A+ from the Campus Dining menu option on the Student tab.
 - a. All meals and DD are added to the student's ISUCard.
2. Residents of required areas have until July 15 for fall and **December 15 for spring** to select their plan.
 - a. After these dates, if these residents have not selected a plan, they will be defaulted to and assessed for the Gold Plan.
3. Only the student/ISUCard holder is permitted to purchase, change, or cancel their meal plan, block, or DD. These options are not available via third-party access.

F. Redeeming Meals and DD

1. Students are not restricted to eating their meals on certain days and may use multiple meals during any meal period.
2. To redeem meals or DD students must present their own, valid, ISUCard for admission to a Dining Center, for purchases in ISU Dining retail locations, or when requested by ISU Dining staff.
 - a. An ISUCard used by someone other than its owner will be confiscated.
 - b. Any student found using an ISUCard that is not theirs or loaning their ISUCard to another person will be subject to disciplinary action.
3. The cashier will swipe the card through a card reader, debiting the card one meal/the cost of the purchase.
 - a. Students denied entry/purchase by the card reader system may speak with the location manager or the DOR Administrative Services Office for assistance.
 - b. Students may review their available meal and DD balances at any time using A+.
 - c. **Unused meals on the CyPower, CyValue, and Gold plans expire at the end of each semester.**
4. **Guests - Express** meals and DD can be used for the contracted students or their guests.
 - a. Both the contracted student and the guest must be present at the time of purchase.
 - b. Due to the open availability of food items, only those who have paid may enter a Dining Center.
5. **Recovery Meal Plan** – For on-campus residents with the above plans who are ill and unable to visit a dining center, a recovery meal option is available. Details are available on the ISU Dining web site.

IV. CHANGES AND CANCELLATIONS

A. Method

1. All requests must be submitted as follows. If multiple requests are submitted, the most recent will be processed. Verbal requests are not considered.
 - a. **A+** – This option is only available prior to the Change/Cancel Deadline.
 - b. **E-mail to dining@iastate.edu** – All emails must contain the student's full name, UID number and specific request
 - c. **Room Inventory and Condition Card** – Residents of required areas who relocate to an on-campus, non-required location may request meal plan cancellation on their check-out paperwork.

B. Changes / Cancellations

1. Students may cancel their meal plans, blocks, or DD according to the Change / Cancel timeline. **For a full list of dates, please view the ISU Dining Calendar on the ISU Dining web site.**
 - a. Students assigned to an area where a meal plan is required may not change to a plan for which they are not eligible and may cancel only if also cancelling their housing.
2. **Before Meal Service Begins** – Any student may cancel / change to any plan for which they are eligible. The full cost of the old plan, including DD, will be credited and the full cost of the new plan, including DD, will be charged.
3. **Once Meal Service Has Begun – The Meal Plan Change / Cancel Deadline** – Any student may cancel / change to any plan for which they are eligible. The meal portion of the plan will be adjusted and prorated with the student being charged for any meals eaten. DD will not be reduced or refunded. If the new plan has more DD than the old plan, the difference will be added and billed to the student.
4. **After the Meal Plan Change / Cancel Deadline** – Changes/cancels are no longer permitted for the term except for student whose meal plan requirement changes because of an assignment change. Charges and credits will be adjusted as outlined in section IV.B.3. The Dining Cancellation Penalty may apply (section IV.5).
5. **Dining Cancellation Penalty**
 - a. Once the change/cancel deadline has passed, students who cancel their meal plan, block, or DD and who remain enrolled, will be subject to the following:
 - i. All unissued DD will be issued.
 - ii. **For students with a CyPower or CyValue plan, the student will be credited a prorated amount based on the number of days left in the current semester. The student will then be assessed an 80% cancellation penalty equal to the prorated cost of all days left in the entire academic year. Additionally, any unused express meals will be refunded to the student's Ubill and the student will be assessed an 80% cancellation penalty equal to the cost of all unused express meals on the entire plan, including those not previously issued.**
 - iii. For students with Gold, Silver, or Bronze plans or blocks, all unused meals, **including express meals**, will be refunded to the student's Ubill and the student will be assessed an 80% cancellation penalty equal to the cost of all unused meals on the entire plan or block, including those not previously issued.
 - b. Students moving to Greek housing may receive exceptions to the 80% penalty as outlined in the housing terms.
 - c. Students who cancel their fall housing contracts to move to off-campus housing, including Greek, and who opt to keep their meal plans rather than pay the 80% cancellation penalty will not be permitted to cancel their spring meal plan without penalty.
 - d. Students who leave ISU due to academic dismissal, graduation, transfer, waiver, or withdrawal at the end of fall may cancel the spring portion of their plan without penalty. There is no refund for unused fall meals or DD. Up to one-half of issued block meals will be refunded.
 - e. Students who leave ISU due to medical issues or call to active military duty may cancel their meal plan without penalty. In these instances, the student will receive a full refund of unused meals and DD.
6. No meal plan, block, or DD refunds are processed for cancellations initiated less than two weeks prior to the end of the term.

C. Missed Meals Due to Absence from Campus

1. Students with a **Gold, Silver, or Bronze plan** who are absent from campus in excess of seven (7) consecutive days due to the following may request a refund for missed meals **equal to three meals per day for each day absent.**
 - a. Medical emergency – resident must provide a written statement from the treating physician.
 - b. Family emergency – resident must submit a written description of the emergency for approval.
 - c. Military service – resident must provide a letter from a commanding officer.
 - d. University-required field trips – resident must provide a letter from the course instructor.
2. There are no refunds for unused DD or for meals missed voluntarily.