

2011-2012 ISU DINING STUDENT CONTRACT TERMS AND CONDITIONS

Important dates and changes from the previous year's Terms are highlighted in yellow. Please read carefully.

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I. INTRODUCTION

This document establishes the ISU Dining contract Terms and Conditions (“terms”) and Policy Handbook for meal plans, 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 2011-2012 Housing Contract Terms and Condition (“housing terms”), the ISU Dining Policy website and the University Policy Manual are hereby incorporated into this contract and are binding on all parties. It is the resident’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

1. **During the Academic Year** - All meal plans are contracted for the **ENTIRE** academic year, both the fall and spring semesters. This includes DD\$, whether purchased as part of a Semester plan or separately.
2. **During the Summer** - Meal Plans can be contracted for the entire summer or for individual summer sessions. This includes DD\$, whether purchased as part of a Semester plan or separately.
3. **Service Dates**

	Meal Service Begins w/Breakfast	DD\$ Issue Date	Meal Service Ends w/Dinner	Service Black-Out Dates
Fall 2011	August 16	August 16	December 17	November 19 – 27
Spring 2012	January 6	January 6	May 4	March 10 – 17
Summer 2012*	May 14	May 14	August 5	May 27 and July 4

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

B. Meal Weeks, Meal Periods and Rolling of Plans and DD\$

1. The meal week begins with breakfast on Saturday and ends with dinner on Friday.
 - a. Students are not restricted to eating their meals on certain days and may use multiple meals during any meal period.
 - b. For Meal Blocks and DD\$, summer allotments roll to fall and fall allotments roll to spring. At the end of spring all meals and DD\$ expire.
 - c. The meal plan a student selects for the fall, unless changed or cancelled (section IV), will automatically roll to spring.

C. Eligibility

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

D. Requirements

1. Residents assigned to Union Drive, Richardson Court and Buchanan Hall are required to contract for a Semester Plan and are initially defaulted to the Gold plan.
2. Residents assigned to Wallace and Wilson halls, Frederiksen Court or Schilleter and University Villages are not required to contract for a meal plan. Residents in these areas may choose to purchase any Semester Plan, Meal Block or DD\$ amount.

E. Special Dietary Needs

1. Students with special dietary needs are not automatically released from the meal plan requirement.
 - a. Only if a student’s document, special dietary needs cannot be met will a student be released from the meal plan requirement.
2. ISU Dining menus satisfy nutritional needs for the majority of medical dietary needs and religious / lifestyle practices.
3. The ISU Dining management staff is available to work with students to meet special dietary needs. This includes guidance in choosing menu items to meet specific needs and, when necessary, preparing individualized meals in the residential Dining Centers.
 - a. Special meals / requests are available in Dining Centers only and are not available in retail locations.

II. FEES

A. Assessment of Fees

1. All meal plan and DD\$ fees are assessed through the University Bill.
2. For contracts submitted prior to the start of the term, dining fees begin to accrue on the contract begin date.
3. For contracts submitted after the start of the term, Semester Plans and Meal Blocks are not prorated. Meals and DD\$ are issued in full at the time of contract.

B. Rates

1. Proposed rates for 2011-2012 are presented to the Board of Regents, State of Iowa, at their March meeting; final approval is made at the April or May meetings.
2. Prior to final approval, residents may view the current year’s rates on the ISU Dining Web site, <http://www.dining.iastate.edu>. 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.
3. The Board reserves the right to change the contract rates during the term of the contract by giving 30 days advance notice. If rates increase during the term of the contract, an e-mail notice will be sent to all residents informing them of the change. Residents then have 20 days from the date of this notification to cancel their contracts without penalty.
 - a. Board approval of the proposed rates does not constitute a rate change during the term of the contract.

III. MEAL PLANS AND DD\$

A. Meal Plans

1. A detailed list of plans can be found on the ISU Dining Web site, <http://www.dining.iastate.edu>. The following are basic plan categories:

Plan Type	Description	Unused Meals Expire	Unused DD\$ Expire	Available To
Semester	A combination of meals and DD\$ with meals allotted at the start of the semester.	At the end of each semester Fall = Dec. 17, 2011 Spring = May 5, 2012	May 5, 2012	All on and off-campus students
Meal Block	Meals only (no DD\$), with meals allotted at the start of the academic year.	May 5, 2012	N/A	Residents of Wallace and Wilson halls, Frederiksen Court, SUV and all off-campus students.

- a. **Recovery Meal Plan** – ISU Dining also has an emergency meal option that is available to all on-campus residents, whether or not they have an existing meal plan. In the event that a student is ill and in isolation, sick-tray meals can be delivered to their on-campus room / apartment. Please review the ISU Dining web site for more details.
2. Students may review their available meal balance at any time using AccessPlus (A+).
3. The meals associated with the Semester plans are intended for use by the contracted student only. These meals are not transferable and cannot be used for guests.

B. Dining Dollar\$ (DD\$)

1. DD\$ are a pre-paid, declining debit account that can be used in place of cash in ISU Dining establishments and (some) vending machines.
 - a. DD\$ are intended for food and beverage purchases only. They cannot be used to purchase laundry cards or gift cards.

2. ONCE DD\$ HAVE BEEN ISSUED, THEY ARE NOT PRORATED AND ARE NOT REFUNDABLE.

- a. Students are responsible for any DD\$ purchased on their behalf or for them via A+ third-party access and these DD\$ are subject to the terms of this agreement.
3. Students may review their available DD\$ balance at any time using A+.

4. Purchasing Non-Plan DD\$

- a. All Semester Plans automatically receive an allotment of DD\$ (section IV.A). Students on these plans should only purchase additional DD\$ only if their plan DD\$ run out.
- b. Students who wish to purchase separate or additional DD\$ can do so at any time during the contract period using A+.
 - i. DD\$ can be purchased in increments of \$10. Depending upon the amount purchased, a discount of 5 – 10% may be realized.
 - ii. Once purchased, DD\$ are immediately issued and available for use.

C. Redeeming Meals and DD\$

1. All meal plan and DD\$ purchases are loaded onto the student’s ISUCard.
2. To redeem meals or DD\$, students must present their valid ISUCard to the cashier in any ISU Dining establishment. The card will be swiped through a card reader and the student will be debited a meal / the cost of the purchase.
 - a. Students who have exhausted their meals may opt to pay for their meal with DD\$ or cash.
 - b. Due to the open availability of food items, only those who have paid may enter a Dining Center.

3. Students denied entrance or purchase by the card reader system may speak with the manager of the ISU Dining location or the DOR Administrative Services Office, 515-294-2900, for assistance.
4. When purchasing meal bundles in ISU Dining retail locations, only one meal bundle can be purchased for carry-out at a time.

D. Lost ISUCards and Temporary Meal Passes

1. The loss or theft of an ISUCard should be reported immediately to the ISUCard Office in Beardshear Hall
 - a. If the ISUCard Office is not open, students may use A+ to immediately 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 temporary meal pass from any Dining Center office.
 - a. The non-refundable cost for the temporary meal pass is \$3.
 - b. Temporary meal passes can be only be used in Dining Centers. They cannot be used in C-Stores or Cafes.
 - c. Temporary meal passes may not be used to make DD\$ purchases.
 - d. The temporary meal pass must be returned to the issuing Dining Center at the end of one week
 - i. If the temporary meal pass is not returned, a charge of \$20 will be assessed.

E. Misuse of ISUCards

1. Students must present their own, valid, ISUCard for admission to the Dining Centers and purchases in ISU Dining retail locations or when requested by ISU Dining staff.
2. An ISUCard used by someone other than its owner will be confiscated.
 - a. Any student found using a lost, borrowed, or stolen ISUCard, loaning an ISUCard to another person, or trying to defraud the University will be charged \$25 plus the price of the meal and may be subject to disciplinary action.

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IV. CHANGES AND CANCELLATIONS

A. 2011-12 Meal Plan and DD\$ Change Calendar

1. Meal plans may be added, changed or cancelled using A+ according to the following schedule:

TERM	Date(s)	Event
Fall 2011	June 1 – Aug. 15	Any plan can be changed for full credit, including DD\$.
	Aug. 16	Meal Service begins and fall DD\$ issued and available for use.
	Aug. 16 – 26	The meal portion of any plan can be changed for prorated credit, less meals eaten. DD\$ can be added, but not refunded or reduced.
	Aug. 26	Fall Meal Plan Change / Cancel Deadline
	Aug. 27 – Dec. 16	No changes may be made to the meal plans, blocks or DD\$ for the remainder of the semester.
	December 16	All unused meals on Semester Plans expire. Unused meals on Meal Blocks roll over for use to spring semester. All unused DD\$ roll over for use to spring semester.
Spring 2012	Dec. 1 – Jan. 5	The spring portion of any plan can be changed for full credit, including DD\$.
	Jan. 6	Meal Service begins and spring DD\$ issued and available for use.
	Jan. 6 – 13	The meal portion of any plan can be changed for prorated credit, less meals eaten. DD\$ can be added, but not refunded or reduced.
	Jan. 13	Spring Meal Plan Change /Cancel Deadline
	Jan. 14 – May 4	No changes may be made to the meal plans, blocks or DD\$ for the remainder of the semester.
	May 4	All unused Semester Plan and Meal Block meals. All unused DD\$ expire.
Summer 2012 Session 1 & Full Summer	May 1 – May 13	Any plan can be changed for full credit, including DD\$.
	May 14	Meal Service begins and DD\$ issued and available for use.
	May 14 – May 18	The meal portion of any plan can be changed for prorated credit, less meals eaten. DD\$ can be added, but not refunded or reduced.
	May 18	Summer Session 1 Meal Plan Change /Cancel Deadline
	May 19 – Aug. 3	No changes may be made to the meal plans, blocks or DD\$ for the remainder of the summer.
	Aug. 3	All unused Meal Block meals roll over for use to fall semester. All unused DD\$ roll over for use to fall semester.
Summer 2012 Session 2 & Trial Enrollment	May 1 – June 10	Any plan can be changed for full credit, including DD\$.
	June 11	Meal Service begins and DD\$ issued and available for use.
	June 11 – June 15	The meal portion of any plan can be changed for prorated credit, less meals eaten. DD\$ can be added, but not refunded or reduced.
	June 15	Summer Session 2 Meal Plan Change /Cancel Deadline
	June 16 – Aug. 3	No changes may be made to the meal plans, blocks or DD\$ for the remainder of the summer.
	Aug. 3	All unused Meal Block meals roll over for use to fall semester. All unused DD\$ roll over for use to fall semester.

B. Method

1. All requests to change / cancel meal plans and DD\$ must be submitted via one of the following methods. If multiple items are submitted, the most recent will be processed. Verbal requests will not be considered.
 - a. A+ = *This options may not be available at all times. When A+ is not available, please select another method.*
 - b. E-mail to housing@iastate.edu = All emails must contain the student's full name, UID number and specific request
 - c. Check-Out Card or Contract Cancellation Form = Students who are changing assignment or leaving on-campus housing may request cancellation of their plan via these forms.

C. Meal Plan and DD\$ Cancellations

1. Students assigned to an area where a meal plan is required may cancel only if also cancelling their housing.
 - a. All deadlines and penalties outlined in the housing terms, including the 80% penalty will apply.
 - 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.
2. Students who are not required to have a meal plan may cancel their plans according to the Change / Cancel timeline (section IV.D).
3. No meal plan or DD\$ refunds are processed for cancellations initiated after the following dates:
 - a. December 2, 2011 for fall 2011.
 - b. April 20, 2012 for spring 2012.
 - c. July 20, 2012 for summer 2012

D. Meal Plan and DD\$ Change / Cancel Timeline

1. **Before Meal Service Begins** - Students may cancel / change to any plan for which they are eligible.
 - a. 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.
2. **Once Meal Service Has Begun – The Meal Plan Change / Cancel Deadline** - Students may cancel / change to any plan for which they are eligible.
 - a. The meal portion of the plan will be adjusted and prorated with the student being charged for any meals eaten.
 - b. DD\$ will not be reduced or refunded. However, if the new plan includes more DD\$ than the old plan, the difference will be added and billed to the student.
3. **After the Meal Plan Change / Cancel Deadline** - No more changes will be permitted for that term with the exception of the following:
 - a. Students whose meal plan requirement changes as a result of an assignment change may change their plan.
 - i. Charges and credits will be updated as outlined in section IV.D.2.
 - b. Students who leave ISU due to withdrawal, academic dismissal or documented call to active military service will be permitted to change their plan.
 - i. In these instances, the student will receive a refund of unused meals and DD\$.
 - c. Except as noted in IV.C.1.c, students will be permitted to change their meal plan selection for future semesters. In such instances, charges and credits will be updated as outlined in sections IV.D.

E. Missed Meals

1. **Absence from Campus** - Residents who are absent from campus in excess of seven (7) consecutive days due to the following may request a refund for meals missed.
 - 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. **Ramadan** – Islamic students who observe the practice of fasting during Ramadan may contact the DOR Administrative Services Office for a Ramadan options form. Please review the ISU Dining web site for more information.
3. There are no refunds for meals missed voluntarily or unused DD\$.