

# Academic year 2019-2020

## Mandatory Meal Plan & Dining Dollar Plan Terms & Conditions



### **Meal Plans on both Campuses**

Meal Plans on campus will be managed and operated by Aramark, Concordia University's contracted Food Supplier, who works closely with Concordia's Food Services, to provide you with a complete Meal Plan program that includes varied menus, self-serve and self-cook options and Dining Dollars to create a positive campus dining experience.

### **2019-20 meal plan dates and cost**

Meal Plans begin on August 24, 2019 and end on May 4, 2020.

Dining Hall Fall semester starts: August 24, 2019 (Dinner)  
Dining Hall Fall semester ends: December 19, 2019

**Important:** Meal Plan Services are not provided December 21, 2019 through January 3, 2020.

Dining Hall Winter semester starts: January 4, 2020 (Dinner)  
Dining Hall Winter semester ends: May 4, 2020

### **Meal Plans for Students in Residence**

The meal plan cost for fall and winter 2019-20 sessions is \$4695 in total. \$4495 for 8 months, as well as \$200 dining dollars to use at the food service locations on campus.

## **Dining Dollars Plan at the Food Services Locations**

- All residence students must purchase Two Hundred Dollars (\$200.00) worth of Dining Dollars which will allow them to purchase food or beverage items at the following Food Service Locations:
- Sir George Williams Campus: LB Café , LB Starbucks, Hall 4<sup>th</sup> floor Café
- Loyola Campus: SP Café, AD Café, CJ Café, Rez Café

## **Additional Flex Dollars to your Dining Dollars Plan**

- At any time, you can add Flex Dollars to your Dining Dollars Plan by uploading money onto your ID Card in increments of \$25.00 or more. These increments are **not** tax-exempt. Taxes will be charged on purchases paid by Flex Dollars and the Flex Dollars balance will decrease by the total amount purchased with taxes (declining balance).

On May 5, 2020, unused Flex Dollars will expire and will not be carried over to the next academic year unless you are a returning resident. If you are a returning resident, the funds will be available until the end of the 2021 Winter semester.

## **Meal Plan Owners**

- Meal plans are solely for individual consumption by the Meal Plan Owner.
- University Student ID Cards are activated and the magnetic swipe holds information about your Meal Plan and Dining Dollars.
- A Meal Plan Owner cannot transfer/share his/her Student ID/Meal Plan Card. Purchases for fellow students, friends, family or guests are not permitted. These purchases must be made outside the plan.

## **Student ID/Meal Plan Card**

- The Student ID/Meal Plan Card is your access in order to enter the dining halls or make purchases with your Dining Dollars at Food Service Facilities (see Dining Dollars above).

- You **MUST** present your card to the cashier, who will verify that the card is valid and the photo ID confirms your identity, before the card is swiped.
- The swipe registers your access, and/or updates your Dining Dollars balance when you make a purchase.
- If the system is offline your card information will be recorded manually. Once the system is back online, all activities and purchases will be updated and charged to your card.
- You are responsible for keeping track of your balance when the system is offline. If you accumulated charges that exceeded your allocated Dining Dollars balance, you will be responsible for the outstanding money owed.

### **Showing up without your card**

- You will be required to pay cash, debit or credit for the meal – no exceptions.
- Save your receipt, and you will be refunded upon presentation of your card and the receipt if presented within 48 hours of payment.

### **Dining Halls**

You have unlimited access to Dining Halls on both the Sir George Williams (Grey Nuns Dining Hall) and Loyola Campus (Buzz Bistro), and can return to the all-you-care-to-eat food stations and the self-serve station as often as you like.

- Access to the Grey Nuns Dining Hall is restricted to resident students and non-resident students who purchased a Commuter Semester Plan.
  - *Note: Concordia staff working in the GN Building may eat in the dining hall from time to time.*
- The GN Dining Hall requires that individuals check their coat and bag at the designated area before entering.
- Dishes, cutlery, glasses or other dining hall serving equipment is not permitted to leave the dining hall.
- Food take-out (food from the Dining Halls) is not permitted with the exception of:
  - a. one coffee or tea (in a reusable mug only) and

b. one snack (fruit or dry snack)

- Hours of operations vary according to seasons and will follow the Concordia Academic Calendar. Hours are posted at all locations.

### **Self-cook Station**

- The Self-cook station provides you with an opportunity to prepare small meals and snacks to accommodate your busy schedules.
- You have unlimited access to items within the pantry list and station equipment in the self-cook station in the Dining Halls during the opening hours.
  - Only those grocery items provided by Food Services and made available in the Pantry and/or Dining Hall food stations are to be used at the Self-Cook Station. Other foods and/or equipment cannot be brought into the Dining Hall.
- You are responsible for safe and proper handling of the equipment provided in the self-cook station area.
- When preparing food in the Self-Cook station, you are responsible for maintaining the area. You must:
  - Recycle, compost and dispose of waste.
  - Clear and wash the dishes and equipment used.

*You acknowledge and agree that in connection with your Meal Plan you will have access to the self-cook station, a help yourself station that is service assisted by Aramark. You hereby agree to release, indemnify, defend and hold harmless the Food Service Provider and the University and their respective affiliates, officers, governors, directors and employees, from and against all actions, suits, claims, demands, losses, costs, charges, damages and expenses incurred, sustained or claimed, including reasonable legal fees, arising out of or resulting from claims or actions for bodily injury, death, sickness, property damage, or other injury or damages caused by your acts or omissions in connection with your occupancy and use of the self-cook station.*

## **Refund Policy**

- Meal Plans are non-refundable. The only exception is if a student officially withdraws from Concordia University or no longer lives in residence.
- Upon proof of withdrawal or departure from residence, a refund will be given, calculated on a pro-rated number of days left on the meal plan less a \$100 administration fee. Withdrawals deadline date for fall semester is November 1<sup>st</sup> for winter semester is March 1<sup>st</sup>. Note: withdrawal refunds will NOT be permitted after the above mentioned deadline dates.

## **Lost, Misplaced, or Damaged ID Card?**

- Your card is valuable. Protect it as you would a credit card or signed cheque.
- You must report any lost/stolen card immediately to the Food Service Provider.
- Once reported, your card will be deactivated, preventing unauthorized use, until a new one is provided.

## **Sales Taxes**

As at the date hereof GST and QST are not charged upon purchase of a Meal Plan or of Dining Dollars. If at a later date it is determined that GST and/or QST were payable at the time of purchase, you must pay any and all applicable GST and/or QST for any Meal Plan or Dining Dollars that you have purchased.

By purchasing a Meal Plan and Dining Dollars Plan, you have read, understood and agreed to abide by these Student Meal Plan and Dining Dollars Plan Terms and Conditions.

## **Allergies and Special Dietary Needs**

Prior to making the decision to live on campus on a Meal Plan, it is strongly advised that students with allergies or intolerances consult the on-site dietitian. This consultation should include (a) an assessment of dietary specific needs, (b) Aramark's ability to accommodate same, and (c) the selection of a preliminary menu plan with alternatives where possible.

By agreeing to these Terms and Conditions, you hereby acknowledge and accept full responsibility for self-identifying any food related allergies, intolerances or restrictions that would affect your dining experience with us. Any self-identified or diagnosed allergies, intolerances or restrictions should be reported to our on-site dietitian **prior** to purchasing the mandatory resident meal plan to verify if our dining facilities are able to accommodate your dietary needs. Failure to consult with our on-site dietitian prior to purchasing the mandatory resident meal plan, given any self-identified or diagnosed allergies, intolerances or restrictions may result in a less than optimal dining experience arising from dietary needs being unmet. The Food Service Provider and the University are thus exempt from any responsibility to explicitly accommodate a previously unidentified allergy, intolerance or restriction.