

Mandatory Meal Plan Academic Year 2023-2024 Terms & Conditions

- **Meal Plan on both Campuses**

The Mandatory Meal Plan for student in Residences on campus will be managed by Concordia Food Services in collaboration with an external food services partner, to provide you with a complete Meal Plan program that include a variety of menus to create a healthy, safe, sustainable dining experience while in residences.

- **Academic Year 2023-2024: Meal Plan Important Dates**

Meal Plan will begin on August 26, 2023, and end on May 3rd, 2024.

Dining Hall – Fall Semester Starts:	August 26, 2023 (at the supper service)
Dining Hall – Fall Semester Ends:	December 21 nd , 2023 (after the lunch service)

Note: Meal Plan Services are not provided during the period of December 22nd, 2023, through January 2nd, 2024.

Dining Hall – Winter Semester Starts:	January 2 nd , 2024 (at the supper service)
Dining Hall – Winter Semester Ends:	May 2 nd , 2024 (after the lunch service)

- **Cost of Meal Plan for Students in Residence**

The meal plan cost for fall and winter 2023-24 sessions is \$5,550.00 and covers the provision of meals taken in any residence, that is either the Grey Nun's Residence or the Loyola Campus Buzz Bistro. Students are allowed to eat at both Dining Halls.

In addition, all resident students must purchase an annual Mandatory Flex Dollars of \$300 which can be spent at the partner's food retail location on campus (ex. Starbuck's).

The total cost of the Meal Plan is \$5,850.00 (\$5,550.00 Dining Hall Meal plan + \$ 300 Mandatory Flex Dollars).

- The meal plan will be paid in two installments:
 - 1st installment – June 1st, 2023 - \$ 2,925 + \$ 375 Food Services Infrastructure Fee applied to student account (total of \$3,300)
 - 2nd installment - November 1st, 2023 - \$ 2,925 applied to student's account

Total cost of Meal Plan and Food Services Infrastructure Fee is: \$6,225.00

- **Dining Flex Dollars Plan at the Food Services Locations**

Mandatory Flex Dollars and Optional Flex Dollars amounts loaded on the student's ID card shall be used on or before May 3rd, 2024. Any unspent balance remaining after May 2nd, 2024, are non-refundable, however, unspent balances of \$ 25 and over can be carried over and spent during the next academic year on a valid student ID card.

- **Hours of Service for 2023-2024**

Service hours at each Residences; Sir George Williams Campus (Grey Nuns Dining Hall) and Loyola Campus (Buzz Bistro) will be Monday through Sunday as follows:

- Breakfast: 7:30 AM – 10:30 AM
 - Lunch: 11:00 AM – 2:00 PM
 - Dinner: 5:00 PM – 9:30 PM
 - Brunch-style breakfast* will be available every Saturday and Sunday from 8:00 AM until 2:00 PM
- Brunch-style Breakfast menu might be added to the calendar from time to time

NOTE: the Deli station will provide dining options throughout the day. On Saturday and Sunday both dining halls close at 9:00 PM (instead of 9:30PM).

- **Meal Plan Owners**

- Meal plans are solely for individual consumption by the Meal Plan Owner who has accepted the Terms and Conditions of the present Agreement.
- University Student ID Cards are activated, and the magnetic swipe holds information about your Meal Plan and Flex 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.

- **Student ID/Meal Plan Card**

- ACCESS: It is mandatory for you to present your Student ID card at the designated control point to the dedicated food service employee to enter the Dining Halls. The food service employee will verify that the card is valid and that the photo ID confirms your identity, before the card is swiped. If your identity cannot be confirmed, Concordia food services and their partners reserve the right to deny access.
- 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.

- **Showing up Without Your Card**

- In the event that you present yourself to the Dining Halls 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 Student ID card if the receipt is presented within 48 hours of payment.

- **Dining Halls**

On both campuses, the Sir George Williams Campus (Grey Nuns Dining Hall) and Loyola Campus (Buzz Bistro), you can return to the all-you-care-to-eat food stations as often as you like.

- Students on a Mandatory Meal Plan can expect the following dining options to be available to them at each of the residences as per the calendar and hours of services above:
- A Fall and Winter, 4-week, rotational menu:
 - Breakfast (made-to-order) & self served
 - Deli and grill made to-order on a rotating basis
 - Pizza & Pasta on rotating basis
 - Salad bar
 - Homemade soups
 - Hot Meal Stations with multiple meal choices based on a 4-week cyclical menu.
 - Dessert station
 - Beverage station with hot and cold beverages including FT specialty coffee.
 - And many special events
- Access to the Grey Nuns Dining Hall is restricted to resident students, Dining Hall Flex Dollar Meal Plan holders and staff working within the residence building with the exception of some special events during the year.
- Dishes, cutlery, glasses or other dining hall serving equipment are **not permitted to leave the dining hall**. Personal containers, other than reusable mugs or water bottles, are not permitted either for food safety issues.
- In the event of a pandemic situation; designated municipal, provincial and/or federal requirements; and/or situations that can prove to be detrimental to the health and safety of our guests, Concordia food services amend its offering to comply with health and safety guidelines.
- In the event of extenuating scheduling conflicts that inhibit students from eating in the dining hall during meal service times, a meal take-out solution would be provided. This will be done case by case and an official request with a proof of schedule conflict with the dining hall hours of service need to be presented to Concordia food service partner in order to obtain this service.
- In-dining consumption only is permissible, with the exception of out-dining for one (1) of the following three (3) items only: choice of 1 hot beverage OR 1 fruit OR 1 dry snack. Only in

the event of a recognized health and safety risk posed to the student will any such out-dining be allowed. At which time, this would need to be confirmed by Concordia food services and communicated formally. In such instances, the student understands and agrees to the following condition:

You hereby acknowledge and agree to assume any risk associated with any take-out of all food/beverages from the Dining Halls. Furthermore, you agree to indemnify, release, waiver, discharge, hold harmless and covenant not to sue the University or the Food Service Provider, their respective affiliates, officers, directors, employees and agents (collectively the "Protected Persons") 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, accident, or illness, including death and property damage or other injury or damages arising either directly or indirectly from any and all food/beverage products provided by the Food Service Provider or University under these Terms and Conditions.

- **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:
 - i. Recycle, compost and dispose of waste.
 - ii. Clear and wash the dishes and equipment used.

In an effort to contain all risks during any pandemic situation, food services reserve the right to limit or suspend all self-cook stations. This may result in the following service adjustments related to the self-cook station:

- Limited access to items within the pantry list and station equipment in the self-cook station in the Dining Halls during the opening hours.
- Added responsibility by the student to ensure proper sanitization and food/equipment handling in the designated self- cook station area.

- Added responsibility for maintenance of the area, such as, but not limited to:
 - Recycling, composting and disposal of waste; and
 - Clearing and washing of dishes, smallware and equipment used.
- In such instances, the student understands and agrees to the following condition:

You acknowledge and agree that in connection with your Meal Plan you will have access to a help yourself station that is service assisted by a Concordia food services employee. 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.

• Refund Policy

- There will be no carryover of any unused Meal Plan Dining Hall amounts. The only exception is if a student formally confirms their withdrawal from Concordia University or no longer lives in residence. In such circumstances, Concordia Food Services will calculate the prorated amount of the Meal Plan and will reimburse the student as per the following guidelines:

STUDENT WITHDRAWAL TO BE CONFIRMED TO FOOD SERVICES BY CONCORDIA UNIVERSITY'S RESIDENCE LIFE	REIMBURSEMENT OF MEAL PLANS BY CONCORDIA FOOD SERVICES TO STUDENT
Fall Semester 2023 Deadline Withdrawal Notice: November 1 st , 2023	For the Fall Semester: If Concordia University's Residence Life confirms withdrawal from residence by the student on or before November 1 st , 2023, Concordia Food Services will refund the student the prorated value of the Meal Plan for the Fall 2023 semester (the student will pay until departure (last day) from the residence) and the Winter 2024 semester if the Meal Plan payment for the Winter Semester has been received by Food Services, minus a \$150 Administrative Fee. If notification of student withdrawal from residence by Concordia University is after November 1 st , 2023, Food Services will not refund the balance of the Fall semester, but

	will pay back the value of the Meal Plan covering the Winter Semester if such payment has been received by Concordia Food Service, minus a \$150 Administrative Fee.
Winter Semester 2023 Deadline Withdrawal Notice: March 1 st , 2024	<p>For the Winter Semester:</p> <p>If Concordia University's Residence Life confirms withdrawal from residence by the student on or before March 1st, 2024, Concordia Food Services will refund the student the prorated days (the student will pay until departure (last day) from the residence) for the Winter 2024, minus a \$150 Administrative Fee.</p> <p>No refund will be paid after March 1st, 2024.</p>

- Should Concordia University be required to close the Residence as a result of a pandemic or Forces Majeures situation and thereby is required to leave the Residence before the end of the lease period, the student will receive a refund equal to the prorated Meal Plan value as of the departure deadline date set by Concordia University for the student to leave the Residence.
- **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 Concordia Food Services.
 - 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. If at a later date it is determined that GST and/or QST were payable at the time of purchase, or that any other taxes become a legal requirement in the province of Québec, the student must pay any and all applicable taxes for any Meal Plan that you have purchased.

By purchasing a Meal Plan, you acknowledge having read, understood and agreed to abide by these Student Meal Plan Terms and Conditions.

- **Special Dietary Needs**

Concordia Food Services does not have allergen-free facilities.

Prior to making the decision to live on campus on a Meal Plan, it is strongly advised that students with allergies and/or food intolerances consult the on-site dietitian. This consultation should include:

- (a) an assessment of dietary specific needs;
- (b) the ability to accommodate specific needs;
- (c) the selection of a preliminary menu plan with alternatives where feasible.

The Meal Plan is mandatory for all students living in Residence and there shall be no exceptions. Please ensure to consult our partner's dietitian in order to make an informed decision before applying in Residence.

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, and more importantly, your safety and well-being. Individuals have responsibilities when it comes to self-management of food allergies. 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. Concordia Food Services does not have allergen-free facilities. We cannot guarantee that food prepared in our dining hall has not become cross-contaminated with allergens. 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.