

Mandatory Meal Plan Academic Year 2022-2023 Terms & Conditions

- **Meal Plans on both Campuses –**

The Mandatory Meal Plan for student in Residences on campus will be managed by Concordia Food Services in collaboration with Aramark, 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 2022-2023: Meal Plans Dates**

Meal Plans begin on August 27, 2022 and end on May 3rd, 2023.

Dining Hall – Fall Semester Starts:	August 27, 2022 (at dinner service)
Dining Hall – Fall Semester Ends:	December 22 nd , 2022 (following lunch service)

Note: Meal Plan Services are not provided during the period of December 23rd, 2022 through January 1st, 2023.

Dining Hall – Winter Semester Starts:	January 2 nd , 2023 (at dinner service)
Dining Hall – Winter Semester Ends:	May 3 rd , 2023 (following lunch service)

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

The meal plan cost for fall and winter 2022-23 sessions is \$5,100 in total and covers the provision of meals taken at your designated residence, that is either the Grey Nun's Residence or the Loyola Campus The Buzz. In addition, \$250 in dining dollars are associated to your Meal Plan to use at the retail food service locations on either the Sir George Williams (SGW) campus or the Loyola Campus, as listed below:

Sir George Williams (SGW) Campus:	LB Starbucks, LB Café
Loyola Campus:	SP Café, AD café, HH Café

The total of the Meal Plan is \$5,350.00 (\$5,100.00 Dining Hall Meal plan + \$ 250 Mandatory Flex Dollars).

- The meal plan will be paid in two installments:
 - 1st installment – June 1st, 2022 - \$ 2,675 + \$ 350 Food Services Infrastructure Fee applied to student account (total of \$3,025)
 - 2nd installment - November 1st, 2022 - \$ 2,675 applied to student's account

Total cost of Meal Plan and Food Services Infrastructure Fee is: \$5,700.00

- **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, 2023. Any unspent balance remaining after May 3rd, 2023 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.

- **Resident Feedback**

Students living in either of Concordia's Residences are encouraged to provide feedback to Aramark's dedicated on-site Leadership team in order to ensure they are satisfied with the quality of the food service program, and with our service. The purpose of such feedback should be constructive in nature. In turn, Aramark commits to dealing with feedback in a timely manner and will commit to resolve any reasonable issue with the intention of a favorable outcome for all parties. Multiple feedback tools are available to students and will be communicated through different venues to students at the start of every academic year.

Once for each of the Fall and Winter semesters, Aramark will host a Chef's Round Table Discussion. These discussions are limited to students living in Residence only and will take place in and/or around mid-October and mid-February of every academic year. The session will be held during lunch or dinner times and will allow you to discuss menu ideas with your dedicated On-Site Executive Chef. These discussion groups are an opportunity for you to meet your Executive Chef, but also informally chat about ideas that could enhance the overall dining experience for students living in Residence. They are intended as a positive venue for open discussion.

Participation at the Chef's Round Table Discussion is optional. In order to be admitted for potential participation in these discussions, students living in Residence must provide Aramark with your name and contact information no later than September 15th of every year. At which time, Aramark will flag you as a potential participant to the Chef's Round Table Discussion.

If you are available and present at the time of the planned Chef's Round Table Discussion, Aramark will top up your Flex Dollars by an additional \$25.00 to be spent before the end of the Winter Semester.

- **Hours of Service for 2022-2023**

Service hours at each of the GN Residence and Loyola Campus (The Buzz) 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 will be available Saturday and Sunday from 8:00 AM till 2:00 PM.

It is important to note that the Deli station, the Salad bar, the Soup and beverage stations on both campuses will remain open throughout the day and food options at these stations will be available between 11:00 AM and 9:00 PM.

- **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 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**

- The Student ID/Meal Plan Card is the student's access in order to enter the student's designated dining hall at Food Service Facilities.
- It is mandatory for you to present your card at the designated control point to the dedicated Aramark Representative. The Aramark Representative 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 Aramark reserves 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 to your card.

- **Showing up Without Your Card**

- In the event that you present yourself to the Dining Hall without your card, you will be required to pay debit or credit for the meal – no exceptions.
- Save your receipt, and you will be refunded upon presentation of your card if the receipt is presented within 48 hours of payment.

- **Dining Halls**

- On both the Sir George Williams (Grey Nuns Dining Hall) and Loyola Campus (The Buzz), you can return to the all-you-care-to-eat food stations as often as you like during each of breakfast, lunch and dinner hours of service.
- Students on a Meal Plan can expect the following dining options to be available to them at each of the residences as per the calendar outlined in article 2 of this Agreement.
 - Hot & cold Breakfast
 - Deli station, Pizza station, Grill/Sauté station and salad bar
 - Soups and Hot/cold beverages
 - Hot Entrées (3 choices daily) based on a 4-week cyclical menu
 - Dessert station

- Access to each of the Dining Halls is restricted to resident students. Dining Hall Flex Dollar Meal Plan holders and staff working within the residence building.
- Dishes, cutlery, glasses or other dining hall serving equipment is not permitted to leave the dining hall.
- 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, Aramark reserves the right to replace and/or limit all reusable cutlery, dishware or glassware for disposable formats.
- In the event of extenuating scheduling conflicts that inhibit students from eating in the dining hall during meal service times (example: late classes), a meal take-out solution will be available. In such circumstances, the student will need to pre-order the meal. Meal options from the Home Zone would be provided. This will be done on a case-by-case basis. An official request with a proof of course scheduling conflict with the dining hall hours of service must be presented to Aramark in order to obtain this service.
- In-dining consumption only is permissible, with the exception of take-out for one (1) of the following three (3) items only: choice of 1 hot beverage OR 1 fruit OR 1 dry snack. In the event that the seating at the dining halls is not available due to health and safety concerns related to COVID-19, the students will be allowed a take-out meal. In such circumstances, Aramark and Concordia University will ensure a formal communication to explain the process and protocols that must be respected. For any take-out dining, 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 Aramark or the University, 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 Aramark 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:
 - i. Recycling, composting and disposal of waste; and
 - ii. 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 Aramark 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 carry over 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 2022 Deadline Withdrawal Notice: November 1 st , 2022	For the Fall Semester: If Concordia University's Residence Life confirms withdrawal from residence by the student on or before November 1 st , 2022, Concordia Food Services will refund the student the prorated value of the Meal Plan

	<p>for the Fall 2022 semester (the student will pay until departure (last day) from the residence) and the Winter 2023 semester if the Meal Plan payment for the Winter Semester has been received by Food Services, minus a \$150 Administrative Fee.</p> <p>If notification of student withdrawal from residence by Concordia University is after November 1st, 2022, 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.</p>
<p>Winter Semester 2023 Deadline Withdrawal Notice: March 1st, 2023</p>	<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, 2023, Concordia Food Services will refund the student the prorated days (the student will pay until departure (last day) from the residence) for the Winter 2023, minus a \$150 Administrative Fee.</p> <p>No refund will be paid after March 1st, 2023.</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 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. 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**

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) Aramark's ability to accommodate same; and
- (c) the selection of a preliminary menu plan with alternatives where possible.

The Meal Plan is mandatory for all students living in Residence and there shall be no exceptions. Please ensure to consult Aramark's on-site dietitian in order to make a decision that is best for you.

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 and Aramark do 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. Aramark and the University are thus exempt from any responsibility to explicitly accommodate a previously unidentified allergy, intolerance or restriction.