

# Mandatory Meal Plan Academic Year 2024-2025 Terms & Conditions

The Mandatory Meal Plan for students in Concordia residences is managed by **Hospitality Food Services** in collaboration with an external food services partner, currently Aramark, to provide a complete Meal Plan program that includes a variety of All-You-Care-To-Eat (AYCTE) menus to create a healthy, safe, sustainable dining experience whilst in residence.

**By purchasing a Meal Plan and signing your lease with Residence Life, you acknowledge having read, understood, and agreed to abide by these Student Meal Plan Terms and Conditions**

**NOTE: Concordia's Dining Halls are NOT allergen-free facilities**

## Special Dietary Needs

Before deciding to live on campus with a mandatory Meal Plan, it is strongly advised that students with allergies and/or food intolerances consult the on-site dietitian to confirm that the meal plan is suitable for their needs. This consultation should include:

- an assessment of dietary specific needs.
- the ability to accommodate specific needs.
- 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 consult our partner's dietitian to make an informed decision **before signing your lease.**

**Email the dietitian at: [ask.dietician@concordia.ca](mailto:ask.dietician@concordia.ca)**

***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 before purchasing the mandatory resident meal plan to verify if our dining facilities can accommodate your dietary needs. Hospitality Food Services 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. The Food Services Provider and the University are thus exempt from any responsibility to explicitly accommodate a previously unidentified allergy, intolerance or restriction.***

**Important Dates:**

The Meal Plan will begin on Saturday August 24, 2024, and end on May 5th, 2025, as follows:

Semester	Start	End
Fall	Aug 24, 2024, at supper service	December 20, 2024, after supper service
Winter	Jan 6, 2025, at supper service	May 5, 2025, after lunch service

**Note:** Meal Plan Services are **NOT** provided from December 21, 2024, through January 5, 2025. It is the resident's responsibility to inform Residence Life regarding holiday travel plans during this time (i.e. dates absent from campus) to facilitate our planning and optimize the service offering during the re-opening period.

**Meal Plan Fees for Students in Residence:**

Detail	Fees to pay	Notes
2024-25 Fall and Winter Meal Plan	\$5,950 (2x\$2975)	Can be used on both campuses, at the Grey Nuns Dining Hall and the Buzz Dining Hall.
Dining Dollars	\$200 (2x\$100)	Can be spent at Aramark's food retail locations on campus e.g. Starbucks (LB), Faro (SP).
Food Services Infrastructure Fee	\$375	To maintain the dining halls and food retail locations' infrastructure and equipment.
<b>TOTAL</b>	<b>\$6525</b>	

**Payment Schedule**

Payments	Payment deadline	Amount
1st	<b>June 30, 2024</b> , or immediately if Residence acceptance date is later.	\$2975+\$100+\$375= \$3450
2nd	<b>November 30, 2024</b> , or immediately if Residence acceptance date is later.	\$2975+\$100 = \$3075
<b>TOTAL</b>		<b>\$ 6,525</b>

**IMPORTANT: NOT paying your meal plan fees within the mandatory deadlines (as per table above) will result in the cancellation of your acceptance in Residence and your room will be reassigned to the waitlist.**

**Dining Dollars to Spend in Retail Locations**

The \$200 Dining Dollars are loaded onto your student ID card and can be used at Hospitality Food Service retail locations on both campuses. A list will be provided on arrival.

All Dining Dollars must be used on or before May 5, 2025. Any unspent amount does not carry forward to the next academic year and will be forfeited.

**Hours of Service for 2024-2025**

Students are allowed to eat at both Dining Halls, either the Grey Nuns Residence at Sir George Williams campus or the Buzz Dining Hall at Loyola Campus as many times as they wish.

Service hours at both Residences will be Monday through Sunday (seven days) as follows:

**Breakfast:** 7:30 AM-10:30 AM

**Lunch:** 11:00 AM-2:00 PM

**Dinner:** 5:00 PM-9:30 PM

**Notes:**

1. In addition to the above services the Deli station will provide dining options throughout the day.
2. Brunch-style breakfast will be available every Saturday and Sunday from 8:00 AM until 2:00 PM.
3. On Saturday and Sunday both dining halls close at 9:00 PM (instead of 9:30PM).
4. During both reading weeks and the first week after the holiday break in January, brunch-style breakfasts may also be added to the calendar based on the number of students remaining on campus.

**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 their Student ID/Meal Plan Card. Purchases on behalf of fellow students, friends, family or guests are not permitted.

**Student ID/Meal Plan Card**

- You must present your Student ID card to a staff member at the designated control point to enter the Dining Halls. The 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, Hospitality 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 if applicable.

**Showing up Without Your Card**

- If 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.

**All-You-Care-to-Eat Formula Explained**

Students on a Meal Plan can expect the following dining options to be available to them at each Dining Hall as per the calendar and hours of services above:

A Fall and Winter, 4-week, rotational menu:

- Breakfast made-to-order by staff and a self-served option
- Deli and grill made-to-order
- Pizza & pasta on rotating basis
- Salad bar

- Homemade soups
- Hot meal stations (2 choices per meal) based on a 4-week cyclical menu.
- Dessert station
- Beverage station with hot and cold beverages including Fairtrade specialty coffee.
- And many special events (annual calendar of events)

You can return to the AYCTE food stations as often as you like, it is unlimited.

In the event of designated municipal, provincial and/or federal requirements; and/or situations that can prove to be detrimental to the health and safety of our guests, Hospitality Food Services may amend its offering to comply with health and safety guidelines.

### **Sustainability Goals**

Concordia University is a leader in sustainability practices and Hospitality Food Services has mandatory sustainability targets built into the contract with our food provider. These include:

- Local purchasing minimums for fruits, vegetables, all meats, eggs and daily basic pantry staples, meaning you might not find your Granny Smith apple available all year long for example.
- All tea, coffee and bananas are Fairtrade certified.
- By 2025, we aim to have one third animal protein/one third vegetarian/one third vegan options at every meal. Therefore, there may not be an animal protein at every station.
- All seafood will be MSC or Oceanwise certified.
- There will be 3 choices of hot vegetables at every meal, one without seasoning.
- Dessert should all, within reason, be made in-house with an emphasis on vegan and fair-trade ingredients.

There will always be a wide choice of protein options, but red meat may not be available at every meal and every station. A dietician is available to help you plan your food choices should you need help.

### **Access**

Access to the Grey Nuns Dining Hall is restricted to students who live in residence, Commuter Meal Plan holders and staff working within the residence building. The Buzz Dining Hall is open to the general public.

### **Your Responsibilities**

- Residents are responsible for clearing their plates/glasses/silverware upon departure of the Dining Halls.
- 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 in the Dining Halls.
- In the event of extenuating class 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 on a case-by-case basis and a resident must submit an official request in writing with a proof of a schedule conflict

to the Hospitality Food Services partner to obtain this service.

- All food must be consumed in the Dining Halls and not taken out, except one take-out item from the following list: choice of 1(one) hot/cold beverage OR 1(one) fruit OR 1(one) dry snack. Only in the event of a recognized health and safety risk posed to the student will a take-out service be implemented, at which time this will be confirmed by Hospitality 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 schedule.
- You have unlimited access to items within the pantry list and 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 Halls.
- 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.

In the event of designated municipal, provincial and/or federal requirements; and/or situations that can prove to be detrimental to the health and safety of our guests, Hospitality Food Services reserves the right to limit or suspend all self-cook stations.

***You acknowledge and agree that in connection with your Meal Plan you will have access to a Self-cook station that is service assisted by a Hospitality Food Services partner 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

Meal Plans are not transferable, nor can any unused part be carried over. If a student confirms their withdrawal from Concordia University or leaves Residence before the withdrawal deadline, Hospitality Food Services will calculate the prorated amount of the unused Meal Plan and Dining Dollars from the departure date and will reimburse the student as follows:

### Fall Semester 2024 deadline for withdrawal: **November 1, 2024**

If Concordia University's Residence Life confirms withdrawal from residence by the student on or before November 1st, 2024, Hospitality Food Services will refund the student the prorated value of the Meal Plan for the Fall 2024 semester (the student will pay until departure (last day) from the residence) and the Winter 2025 semester if the Meal Plan payment for the Winter Semester has been received by Food Services, **minus a \$150 Administrative Fee.**

**No refund will be paid after November 1<sup>st</sup>, 2024, for the fall semester.**

### Winter Semester 2025 Deadline Withdrawal Notice: **March 1<sup>st</sup>, 2025**

If Concordia Residence Life confirms withdrawal from residence by the student on or before March 1<sup>st</sup>, 2025, Hospitality Food Services will refund the student the prorated days (the student will pay until departure (last day) from the residence) for the Winter 2025, minus a **\$150 Administration Fee.**

**No refund will be paid after March 1<sup>st</sup>, 2025, for the winter semester.**

**No refund is made for the \$375 Food Infrastructure Fee.**

**Unspent dining dollars will be refunded to the student if withdrawal is before March 1<sup>st</sup>.**

Should Concordia University be required to close the Residence as the result of a Forces Majeures and thereby a student 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 with a credit card or signed cheque.
- You must report any lost/stolen card immediately to the Hospitality Food Services at [mealplan@concordia.ca](mailto:mealplan@concordia.ca)
- Once reported, your card will be deactivated, preventing unauthorized use, until a new one is provided. If you find a lost deactivated card, it will no longer work and can be discarded.

## 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.

**Have questions ? E-mail Oliver De Volpi at : [food.services@concordia.ca](mailto:food.services@concordia.ca)**