

Mandatory Meal Plan Academic Year 2025-2026 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 Québec Inc.** Our goal is to provide a complete meal plan program that includes a variety of All-You-Care-To-Eat (AYCTE) menus, to create a healthy, safe and sustainable dining experience whilst in residence.

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

SPECIAL DIETARY NEEDS:

The Meal Plan is a mandatory requirement of Residence living. To make an informed choice, schedule a consultation with our partner's dietitian **before** signing your lease to ensure that the plan meets your dietary requirements. This consultation will include:

- An assessment of individual dietary needs.
- A review of possible accommodations for specific dietary restrictions.

Email the dietitian: ask.dietician@concordia.ca

IMPORTANT: By agreeing to these Terms and Conditions, you accept full responsibility for identifying and managing any food allergies, intolerances, or dietary restrictions. If you have dietary restrictions, you must consult our on-site dietitian before purchasing the mandatory meal plan to ensure our dining facilities meet your needs. The University and its Food Services Provider are not obligated to accommodate undisclosed restrictions. Please note that Hospitality Food Services does not operate allergen-free facilities and cannot guarantee the absence of cross-contamination.

IMPORTANT DATES:

The Meal Plan will begin on Saturday August 23, 2025, and end on Friday May 1st, 2026, as follows:

Semester	Start	End
Fall	Aug 23, 2025, at supper service	December 19, 2025, after supper service
Winter	Jan 4, 2026, at supper service	May 1, 2026, after lunch service

Note: Meal Plan Services are unavailable from December 20, 2025, to January 3, 2026. Residents must inform Residence Life of holiday travel plans to assist with reopening preparations.

MEAL PLAN FEES FOR STUDENTS IN RESIDENCE:

Details	Fees to pay	Notes
2025-2026 Fall and Winter Meal Plan	\$6,130 (2x\$3065)	Valid at both campuses in the Grey Nuns Dining Hall and Buzz Dining Hall.
Dining Dollars	\$200 (2x\$100)	Accepted at Aramark's food retail locations on campus.
Food Services Infrastructure Fee	\$375	To maintain the infrastructure and equipment of dining halls and food retail locations.
TOTAL	\$6705	

Payment Schedule:

Payments	Payment deadline	Amount
1st	June 30, 2025 , or immediately if Residence acceptance date is later.	\$3065+\$100+\$375= \$3540
2nd	November 30, 2025 , or immediately if Residence acceptance date is later.	\$3065+\$100 = \$3165
TOTAL		\$ 6705

IMPORTANT: Failure to pay meal plan fees by the deadline will result in the cancellation of your Residence acceptance and reassignment of your room 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 including Stingers Café (Hall building), Starbucks and LBee Cafe (LB building), Faro (SP building), Sweet Bees (AD building).

All Dining Dollars must be used on or before May 2, 2026. Any unspent amount will **not** be carried forward to the next academic year and will be forfeited.

HOURS OF SERVICE 2025-26:

Students have unlimited access to both the Grey Nuns Dining Hall (Sir George Williams Campus) and Buzz Dining Hall (Loyola Campus) during opening hours.

Service hours at both residences are as follows, Monday to Sunday:

Breakfast: 7:30 AM-10:30 AM

Lunch: 11:00 AM-2:00 PM

Dinner: 5:00 PM-9:30 PM

Notes:

1. The Deli station will offer 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 earlier at 9:00 PM.
4. Brunch-style breakfasts may be added during reading weeks and the return to campus period after the December holiday break, depending on student presence on campus.

HOW THE MEAL PLAN WORKS:

Meal Plan Owners

- Meal plans are for personal use only and non-transferable.
- Your Student ID card stores your Meal Plan access and Dining Dollars.
- Sharing or using your Meal Plan for others is prohibited.

Student ID/Meal Plan Card

- Present your Student ID at entry; staff will verify your identity before swiping. Access may be denied if identity cannot be confirmed.
- If the system is offline, transactions will be recorded manually and updated once restored.

No Student ID at Entry

- Without your card, you must pay with cash, debit, or credit—no exceptions.
- Keep your receipt; refunds are available within 48 hours upon presenting your Student ID.

All-You-Care-to-Eat Formula Explained

You may visit AYCTE food stations as often as you like. 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 a rotating basis
- Salad bar
- Homemade soups
- Hot meal stations (2 choices per meal) are based on a 4-week cyclical menu.
- Dessert station
- Beverage station with hot and cold beverages including Fairtrade specialty coffee.
- Annual calendar of food events

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, with set targets in our food provider contract. These include:

- Minimum local sourcing quotas applied to fruits, vegetables, meats, eggs, and pantry staples, so some items may not be available year-round.
- All tea, coffee, and bananas are Fairtrade certified.
- From 2025, meals will include equal portions of animal protein, vegetarian, and vegan options, as a result not all stations will offer animal protein at each service.
- All seafood will be MSC or Oceanwise certified.
- Every meal will include three hot vegetable choices, one unseason
- Desserts will be primarily made in-house, emphasizing vegan and Fairtrade ingredients.

By signing your lease you acknowledge and agree that in connection with your Meal Plan you will have access to a Self-cook station that is serviced 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.

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 public.

Your Responsibilities

- Residents are responsible for clearing their plates, glasses, and silverware before leaving the Dining Hall.
- Removing dishes, cutlery, glasses, or other equipment from the dining hall is not allowed.
- Only reusable mugs and water bottles are permitted; personal containers are not allowed.
- Students with class schedule conflicts that prevent access to the dining hall during hours of service may request a take-out meal. All requests must be submitted in writing, in advance with proof of conflict; approvals are case-by-case.
- All food must be consumed in the Dining Halls, except for one take-out item: **either** one hot/cold beverage, one piece of fruit, **or** one dry snack.
- Take-out service will only be provided in cases of verified health and safety risks. If approved, Hospitality Food Services will formally confirm and communicate the arrangement. In such cases, the student agrees to the following conditions:

By signing your lease, 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 allows you to prepare small meals and snacks:

- You have unlimited access to pantry items and equipment during dining hall hours.
- Only food and equipment provided by Food Services may be used; outside items are not allowed.
- You are responsible for safely handling equipment and maintaining cleanliness.
- Clean up after use by recycling, composting, and washing dishes.
- Hospitality Food Services may limit or suspend self-cook stations if required by health and safety regulations.

REFUND POLICY

Meal Plans are non-transferable, and unused portions do not carry over. Students withdrawing before meal service starts (August 23, 2025) will receive a full refund minus a \$150 cancellation fee. After this date, a prorated refund will be issued, minus the cancellation fee.

Fall semester 2025 deadline for withdrawal: November 1, 2025

If Residence Life confirms a student's withdrawal by November 1, 2025, Hospitality Food Services will issue a prorated refund for the Fall 2025 Meal Plan and, if paid, the Winter 2025 Meal Plan, minus a \$150 administrative fee. **No refund will be paid after November 1st, 2025, for the fall semester.**

Winter semester 2025 deadline for withdrawal: March 1st, 2026

If Residence Life confirms a student's withdrawal by March 1, 2026, Hospitality Food Services will issue a prorated refund for the Winter 2026 Meal Plan, minus a \$150 Administration Fee. **No refund will be paid after March 1st, 2026, for the winter semester.**

The \$375 Food Infrastructure Fee is non-refundable after August 23 2025.

Unspent dining dollars will be refunded to the student if withdrawal is before March 1st.

If Concordia University closes the Residence for the remainder of a semester due to a *force majeure*, students will receive a prorated Meal Plan refund based on the designated departure deadline.

Lost, Misplaced, or Damaged ID Card?

- Treat your card like a credit card and keep it safe.
- Report lost or stolen cards immediately to Hospitality Food Services at mealplan@concordia.ca.
- Once reported, your card will be deactivated to prevent unauthorized use until replaced.
- A deactivated card cannot be reactivated and should be discarded if found.

Sales Taxes

As of now, GST and QST are not charged on Meal Plan purchases. If it is later determined that these or other taxes apply, the student is responsible for paying any required amounts.

Have questions? E-mail the Food Services Manager at: food.services@concordia.ca