I. INTRODUCTION
This document establishes the ISU Dining contract Terms and Conditions ("terms") and Policy Handbook for meal plans, Dining Dollars (DD$) and dining facilities. This contract is a binding agreement between Iowa State University ("ISU") and the contract signatory. Along with the terms and policies in this document, all policies and regulations outlined in the 2016-17 Housing Contract Terms and Condition ("housing terms"), the ISU Dining Policy website and the University Policy Manual are hereby incorporated into this contract and are binding on all parties. It is the resident’s responsibility to become familiar with all provisions of this contract. No verbal statement by any party is considered a waiver of any term or condition, whether expressed or implied, unless made in writing by the Director of ISU Dining.

A. Contract Dates
1. During the Academic Year – All plans, blocks, and DD$ (section III) are contracted for the ENTIRE academic year, both the fall and spring semesters.
2. During the Summer – All blocks and DD$ are contracted for the ENTIRE summer.

3. Service Dates

<table>
<thead>
<tr>
<th>Term</th>
<th>Meal Service Begins w/Breakfast</th>
<th>DD$ Issue Date</th>
<th>Meal Service Ends w/Dinner</th>
<th>Service Black-Out Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2016</td>
<td>August 16</td>
<td>August 16</td>
<td>December 16</td>
<td>November 19 – 26</td>
</tr>
<tr>
<td>Spring 2017</td>
<td>January 6</td>
<td>January 6</td>
<td>May 5</td>
<td>March 11 – 18</td>
</tr>
<tr>
<td>Summer 2017*</td>
<td>May 15</td>
<td>May 15</td>
<td>August 4</td>
<td>May 29</td>
</tr>
</tbody>
</table>

* For summer residents moving in for Session 2 or Trial Enrollment, meal service will begin the day of move in.

B. Rolling of Plans and DD$
1. Students are not restricted to eating their meals on certain days and may use multiple meals during any meal period.
2. For Meal Blocks and DD$, summer allotments roll to fall and fall allotments roll to spring. At the end of spring all meals and DD$ expire.
3. The meal plan a student selects for the fall, unless changed or cancelled (section IV), will automatically roll to spring.

C. Eligibility
1. To be eligible to purchase a meal plan and/or DD$, students must be in good financial standing with ISU and either assigned to on-campus housing or enrolled as a student at ISU or enrolled in the Admissions Partnership Program.

D. Requirements
1. Residents assigned to Union Drive, Richardson Court, Buchanan Hall, and the New Residence Hall (not yet named) are required to contract for a Semester Plan and will be defaulted to the Gold plan if they do not make their own selection in AccessPlus.
2. Residents assigned to Wallace and Wilson halls, Frederiksen Court, ISU West, Legacy, or Schilletter and University Villages are not required to contract for a meal plan. Residents in these areas may choose to purchase any Semester Plan, Meal Block or DD$ amount.

E. Special Dietary Needs
1. ISU Dining menus satisfy nutritional needs for religious / lifestyle practices and ISU Dining staff are available to work with students to choose menu items that meet their needs. As such, students are not typically released from the meal plan requirement due to religious / lifestyle dietary practices
2. Dietary Accommodations
   a. Students with medical issues or dietary restrictions who require accommodation must participate in the Dining Accommodation Process. Information on this process can be found on the ISU Dining web site, http://www.dining.iastate.edu/meal-plans/exemptions.
   b. If an accommodation is approved, staff will work with individuals to choose appropriate menu items and, when necessary, prepare individualized meals.
      i. Individualized meals are available in Union Drive Marketplace only.

II. FEES
A. Assessment of Fees
1. All meal plan and DD$ fees are assessed through the University Bill.
2. For contracts submitted prior to the start of the term, dining fees begin to accrue on the contract begin date.
3. For contracts submitted after the start of the term, Semester Plans and Meal Blocks are not prorated. Meals and DD$ are issued in full at the time of contract.

B. Rates
1. Proposed rates for 2016-17 are presented to the Board of Regents, State of Iowa, at their March meeting; final approval is made at the April or May meetings.
2. Prior to final approval, residents may view the current year’s rates on the ISU Dining Web site, http://www.dining.iastate.edu. These are for illustrative purposes only and are subject to change with Board approval. The website will be updated as soon as the approved rates are available.
III. MEAL PLANS AND DD$

A. Meal Plans

1. A detailed list of plans can be found on the ISU Dining Web site, [http://www.dining.iastate.edu](http://www.dining.iastate.edu). The following are basic plan categories:

<table>
<thead>
<tr>
<th>Plan Type</th>
<th>Description</th>
<th>Unused Meals Expire</th>
<th>Unused DD$ Expire</th>
<th>Available To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Semester</td>
<td>A combination of meals and DD$ with meals allotted at the start of the semester. Five of the meals allotted each semester are transferable and can be used for guests.</td>
<td>Fall = Dec. 16, 2016</td>
<td>May 6, 2017</td>
<td>All on and off-campus students</td>
</tr>
<tr>
<td>Meal Block</td>
<td>Meals only (no DD$), with meals allotted at the start of the academic year.</td>
<td>Spring = May 5, 2017</td>
<td>May 5, 2017</td>
<td>Residents of Wallace and Wilson halls, Frederiksen Court, ISU West, Legacy, SUV, and all off-campus students.</td>
</tr>
</tbody>
</table>

a. **Recovery Meal Plan** – ISU Dining also has a recovery meal option that is available to all on-campus residents with Semester Plans. Details are available on the ISU Dining web site.

2. Students may review their available meal balance at any time using AccessPlus (A+).

3. Guest Meals

   a. **Semester Plans** - Meals on each Semester plan are nontransferable and are intended for use by the contracted student only. Five of the meals allotted each semester (included in the total) are considered Guest Meals and can be used by either the contracted student or for guests.

      i. Both the meal plan holder and the guest must be present at the time of meal purchase.

      ii. Guest meals can be used for dine-in or carry-out service in dining centers and in select retail operations during regular operating hours.

   b. **Meal Blocks** – All of the meals associated with a Meal Block are transferable and can be used by either the contracted student or for guests.

      i. Meal Block meals can be used in any dining center or select retail location during regular operating hours.

B. **Dining Dollar$ (DD$)**

1. DD$ are a pre-paid, declining debit account that can be used in place of cash in ISU Dining establishments and (some) vending machines.

   a. DD$ are intended for food and beverage purchases only. They cannot be used to purchase laundry cards, gift cards, or merchandise.

2. Students may review their available DD$ balance at any time using A+.

3. **Students receive a 10% discount off the guest rate when using DD$ in any dining center.**

4. **DD$ are not refundable, except as outlined in section IV.C.2. All unused DD$ expire May 6, 2017**

C. **Purchasing Meal Plans and DD$**

1. All meal plans and DD$ purchases are made in A+ from the Campus Dining menu option on the Student tab.

2. The student/primary card holder is the only person permitted to purchase, change, or cancel their Semester Meal Plan, Block Plan, or DD$.

   a. Meal plans and DD$ are not available to purchase via A+ third-party access.

3. Prior to the start of the fall semester, residents of meal plan required areas (section I.D) have until July 15 to review available Semester Plans and make their selection. After July 15, if these residents have not selected their own plan, they will be defaulted to the Gold Plan.

4. **Purchasing Non-Plan DD$**

   a. All Semester Plans automatically receive an allotment of DD$ (section III). Students should purchase additional DD$ only if their plan DD$ run out.

   b. Students who wish to purchase separate or additional DD$ can do so at any time during the contract period using A+.

      i. DD$ can be purchased in increments of $10. Discounts are available depending upon the amount purchased. Visit [http://dining.iastate.edu/meal-plans/dining-dollars](http://dining.iastate.edu/meal-plans/dining-dollars) for details.

      ii. Once purchased, DD$ are immediately issued and available for use.

D. **Redeeming Meals and DD$**

1. A current list of ISU Dining establishments and operating hours can be found on the ISU Dining web site; [http://www.dining.iastate.edu](http://www.dining.iastate.edu).

2. All meal plan and DD$ purchases are loaded onto the student’s ISUCard.

3. To redeem meals or DD$, students must present their valid ISUCard to the cashier in any ISU Dining establishment. The card will be swiped through a card reader and the student will be debited a meal / the cost of the purchase.

   a. Students who have exhausted their meals may opt to pay for their meal with DD$, cash, or other acceptable forms of payment.

   b. Due to the open availability of food items, only those who have paid may enter a Dining Center.

4. Students denied entrance or purchase by the card reader system may speak with the manager of the ISU Dining location or the DOR Administrative Services Office, 515-294-2900, for assistance.

5. When purchasing meal bundles in designated ISU Dining locations, only one meal bundle can be purchased for carry-out at a time unless a guest meal is being used for a guest that is present.

E. **To-Go Containers**

1. **Eco-To-Go Containers / Tokens**

   a. Individuals may purchase an official, reusable, ISU Dining Eco-To-Go Container / Token in any dining center using cash, credit card, or DD$. The initial purchase of the container does not include the cost of the meal.

   b. Eco-To-Go Containers may only be used in dining centers and one meal will be deducted from the individual’s Semester Plan or Block for each use.
IV. CHANGES AND CANCELLATIONS

G. Misuse of ISUCards
1. To use the Eco-To-Go Container, the individual presents the dining center cashier with their container / token and their ISUCard.
   i. With the exception of use at the original purchase, the cashier will exchange the container / token presented for a clean, sanitized container in keeping with food service contamination laws.
   ii. The cashier will retain the individual’s ISUCard and the individual will have 15 minutes to enter the dining center and fill their container. Individuals may retrieve their ISUCard upon exiting the dining center. Individuals who fail to retrieve their ISUCard within 15 minutes may be charged for an additional meal.

2. Official ISU Dining Water Bottle
   a. The Official ISU Dining Water Bottle is the only container permitted to use to take a beverage to-go in from any dining centers.
   b. The Official ISU Dining Water Bottle can be used in retail locations throughout campus for a $.35 discount on all beverages.

3. Disposable To-Go Containers
   a. In addition to the Eco-To-Go container, Seasons Marketplace also offers a disposable container and drink cup option. The rules for use are the same as the Eco-To-Go container (section I.E.1.).

F. Lost ISUCards and Temporary Meal Passes
1. The loss or theft of an ISUCard should be reported immediately to the ISUCard Office in Beardshear Hall.
   a. If the ISUCard Office is not open, students may use A+ to immediately deactivate their card.
2. ISU Dining is not responsible for any fraudulent transactions or loss of DD$.
3. Students who temporarily misplace their ISUCard may obtain a temporary meal pass from any Dining Center office.
   a. The non-refundable cost for the temporary meal pass is $5.
   b. Temporary meal passes can only be used in Dining Centers. They cannot be used in retail locations.
   c. Temporary meal passes may not be used to make DD$ or meal bundle purchases in retail locations.
   d. The temporary meal pass must be returned to the issuing Dining Center at the end of one week
      i. If the temporary meal pass is not returned, a charge of $25 will be assessed.

G. Misuse of ISUCards
1. Students must present their own, valid, ISUCard for admission to the Dining Centers and purchases in ISU Dining retail locations or when requested by ISU Dining staff. If using a guest meal (section III.A.3), the contracted student must be present.
2. An ISUCard used by someone other than its owner will be confiscated.
   a. Any student found using a lost, borrowed, or stolen ISUCard, loaning an ISUCard to another person, or trying to defraud the University will be subject to disciplinary action.

IV. CHANGES AND CANCELLATIONS

A. 2016-17 Meal Plan and DD$ Change Calendar

<table>
<thead>
<tr>
<th>TERM</th>
<th>DATE(S)</th>
<th>ITEM / EVENT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fall 2016</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>June 1</td>
<td>2016-17 Meal Plans available for selection in AccessPlus.</td>
<td></td>
</tr>
<tr>
<td>June 1 – Aug. 15</td>
<td>Any plan can be changed or cancelled for full credit, including DD$.</td>
<td></td>
</tr>
<tr>
<td>Aug. 16</td>
<td>Fall meal service begins with breakfast and DD$ are available for use.</td>
<td></td>
</tr>
<tr>
<td>Aug. 16 – Sept. 2</td>
<td>The meal portion of any plan can be changed for prorated credit, less meals eaten. DD$ can be added, but not refunded or reduced.</td>
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</tr>
<tr>
<td>Sept. 2</td>
<td><strong>Fall Meal Plan Change / Cancel Deadline:</strong> After this date, no changes may be made to meal plans, blocks or DD$ for the remainder of the semester. Plan cancellations are subject to the Dining Cancellation Penalty.</td>
<td></td>
</tr>
<tr>
<td>Nov. 19 – 26</td>
<td>Thanksgiving Break: Dining Centers closed. Check schedules for retail availability.</td>
<td></td>
</tr>
<tr>
<td>Dec. 16</td>
<td>Meal service ends with dinner. Following dinner:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• All unused meals on Semester Plans expire, including guest meals.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Unused meals on Meal Blocks and unused DD$ roll over for use to spring semester.</td>
<td></td>
</tr>
<tr>
<td><strong>Spring 2017</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dec. 1</td>
<td>Spring 2017 Meal Plan changes available in AccessPlus. <strong>Note:</strong> Residents on Semester Plans will automatically have the same plan for spring as they had for fall unless they make a change.</td>
<td></td>
</tr>
<tr>
<td>Dec. 1 – Jan. 4</td>
<td>The spring portion of any plan can be changed or cancelled for full credit, including DD$.</td>
<td></td>
</tr>
<tr>
<td>Jan. 6</td>
<td>Spring meal service begins with breakfast and DD$ are available for use.</td>
<td></td>
</tr>
<tr>
<td>Jan. 6 – 20</td>
<td>The meal portion of any plan can be changed for prorated credit, less meals eaten. DD$ can be added, but not refunded or reduced.</td>
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</tr>
<tr>
<td>Jan. 20</td>
<td><strong>Spring Meal Plan Change / Cancel Deadline:</strong> After this date, no changes may be made to meal plans, blocks or DD$ for the remainder of the semester. Plan cancellations are subject to the Dining Cancellation Penalty.</td>
<td></td>
</tr>
<tr>
<td>March 11 – 18</td>
<td>Spring Break: Dining Centers closed. Check on-line schedule for retail availability.</td>
<td></td>
</tr>
<tr>
<td>May 5</td>
<td>Meal service ends with dinner. All unused Semester Plan meals (including guest meals) and all Meal Block meals expire.</td>
<td></td>
</tr>
<tr>
<td>May 6</td>
<td>All unused DD$ expire.</td>
<td></td>
</tr>
<tr>
<td><strong>Summer 2017</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>May 1</td>
<td>Summer 2017 Meal Plans available for selection in AccessPlus.</td>
<td></td>
</tr>
<tr>
<td>May 1 – 14</td>
<td>Any plan can be changed for full credit, including DD$.</td>
<td></td>
</tr>
<tr>
<td>May 15</td>
<td>Summer DD$ issued and available for use.</td>
<td></td>
</tr>
<tr>
<td>May 15</td>
<td>Meal Service begins.</td>
<td></td>
</tr>
</tbody>
</table>
B. Method

1. All requests to change / cancel meal plans and DD$ must be in submitted via one of the following methods. If multiple items are submitted, the most recent will be processed. Verbal requests will not be considered.
   a. A+ = This option may not be available at all times. When A+ is not available, please select another method.
   b. E-mail to housing@iastate.edu = All emails must contain the student’s full name, UID number and specific request
   c. Check-Out Card or Contract Cancellation Form = Students who are changing assignment or leaving on-campus housing may request cancellation of their plan via these forms.

C. Meal Plan, Block, and DD$ Cancellations

1. Students may cancel their meal plans, blocks, or DD$ according to the Change / Cancel timeline (section IV.D).
   a. Students assigned to an area where a meal plan is required may cancel only if also cancelling their housing.

2. Dining Cancellation Penalty

   a. Students who cancel their meal plan, block, or DD$ after the Cancel / Change timeline, and who remain enrolled, will be subject to the following:
      i. All unused DD will be issued.
      ii. All unused meals will be refunded to the student’s Ubill and the student will be assessed an 80% cancellation penalty equal to the cost of all unused meals on the entire plan or block, including those that had not been previously issued as part of a Semester Plan.
   b. Students moving to Greek housing may receive exceptions to the 80% penalty as outlined in the housing terms.
   c. Students who cancel their fall housing contracts to move to off-campus housing, including Greek, and who opt to keep their meal plans rather than pay the 80% cancellation penalty will not be permitted to cancel their spring meal plan without penalty.
   d. Students who leave ISU due to academic dismissal, graduation, transfer, waiver, or withdrawal at the end of fall may cancel the spring portion of their plan without penalty. There is no refund for unused fall meals or DD$. Up to one half of issued Block meals will be refunded.
   e. Students who leave ISU due to medical issues or call to active military duty may cancel their meal plan without penalty. In these instances, the student will receive a full refund of unused meals and DD$.

3. No meal plan or DD$ refunds are processed for cancellations initiated less than two weeks prior to the end of the term. For 2016-17 the last dates to receive a refund are:

D. Meal Plan and DD$ Change / Cancel Timeline

1. Before Meal Service Begins - Students may cancel / change to any plan for which they are eligible.
   a. The full cost of the old plan, including DD$, will be credited and the full cost of the new plan, including DD$, will be charged.

2. Once Meal Service Has Begun – The Meal Plan Change / Cancel Deadline - Students may cancel / change to any plan for which they are eligible.
   a. The meal portion of the plan will be adjusted and prorated with the student being charged for any meals eaten.
   b. DD$ will not be reduced or refunded. However, if the new plan includes more DD$ than the old plan, the difference will be added and billed to the student.

3. After the Meal Plan Change / Cancel Deadline - No more changes will be permitted for that term with the exception of the following:
   a. Students whose meal plan requirement changes as a result of an assignment change may change their plan.
      i. Charges and credits will be adjusted as outlined in section IV.C.

E. Missed Meals

1. Absence from Campus - Students with a Semester Meal Plan who are absent from campus in excess of seven (7) consecutive days due to the following may request a refund for meals missed.
   a. Medical emergency – resident must provide a written statement from the treating physician.
   b. Family emergency – resident must submit a written description of the emergency for approval.
   c. Military service – resident must provide a letter from a commanding officer.
   d. University-required field trips – resident must provide a letter from the course instructor.

2. There are no refunds for meals missed voluntarily or unused DD$.

3. Meals will be refunded based upon the average meals per week calculation associated with the plan.