FALL 2015/SPRING 2016 MEAL PLAN CONTRACT TERMS AND CONDITIONS

Please read the following information carefully. Once submitted, your electronic signature will be attached to the bottom of page 3. You will be held accountable for the information below, so it is in your best interest to read through everything here before submitting the application. Your electronic signature on this contract verifies that you have read and understood all policies and procedures related to having a meal plan.

Pages 1 - 3 must be submitted to The Meal Plan Office and constitute the meal plan contract. Please retain the payment schedule and a copy of the meal plan contract for your records.

1. **Contract Term:** By signing this contract, you are agreeing to participate in the meal plan program for the Fall 2015 and Spring 2016 semester and are financially responsible.
2. **Your first initial payment of $160.00 is due with the application. Financial aid cannot be used to make this payment.** This fee is comprised of a $50 processing fee and $110 Meal Plan deposit. The $50 processing fee is non-refundable. However the $110 deposit will be refunded upon Meal Plan cancellation. Please pay the initial payment of $160.00 through the housing licensing portal at the time you submit your application, or you may pay through your account portal once the charges has been posted. Financial Aid cannot be used for this initial payment; however, Financial Aid can be used to cover all remaining installment payments.
3. **Cancelling before the semester begins**: You will need to cancel your meal plan with the **Meal Plan Office** if you do not attend CSUN. Complete and submit a Meal Plan Cancellation Request form to the Meal Plan Office. Forms are available online at http://www.csun.edu/tuc/residential and in our office. The Meal Plan office is located on the 3rd floor of the Sierra Center Building, above the Marketplace. A $60.00 cancellation fee will be applied to all meal plan cancellations regardless of the reason for cancellation once the Fall semester begins. The deadline to cancel the Meal Plan is Friday, September 4, 2015. Students living in non-kitchen units are not eligible to cancel their Meal Plan.
4. **Cancelling after the September 4, 2015 deadline**: Once the cancellation deadline has passed, you may only cancel your meal plan if you are no longer attending CSUN or cancelled your housing contract to live at an off-campus location or have a medical reason supported by a Doctor's note. To cancel you must complete and submit a Meal Plan Cancellation Request form to The Meal Plan Office. We must be able to verify that you have withdrawn from CSUN or moved off campus. Approved requests will be charged a $60.00 cancellation fee and an amount for each week spent on the meal plan regardless of card usage. Requests for cancellation based on financial hardship, not using the plan, having a kitchen and deciding to cook or moving from a non-kitchen to a kitchen unit will not be approved. Not using your meal plan card is not the same as a cancellation. **You are still responsible for the payments whether you use your card or not.**
5. **Late Fee:** Payments are due on the first of the month according to the payment schedule and if you miss a monthly payment, it may result in your meal plan privileges being suspended. If your meal plan privileges become suspended, you will need to bring your meal plan account balance current by making a payment either online through your *myNorthridge Portal* or in person at University Cash Services, to have your meal plan privileges reinstated. If your payment has not posted by the 10th of the month, your portal account will be charged a $15.00 late fee for every payment that is missed. Date marks from the Post Office (postmarks) are not honored; your payment needs to be received at University Cash Services on or before the due date to avoid the late fee.
6. **Payment:** Acceptable payment methods online through your *myNorthridge Portal* are MasterCard, American Express, Discover, and electronic checks. Please note there is a 2.9% service fee when making credit card payments. Acceptable forms of payment in person to University Cash Services, located in Bayramian Hall Lobby, Room 100, are cash, check, money order, ATM/debit Cards.
7. **If you choose to make your payment in full,** after you have submitted the $160.00 initial payment fee, the remaining balance will be posted as one sum to the *myNorthridge Portal* due August 1, 2015. Payment can be made through the *myNorthridge Portal* or in person at University Cash Services.
8. **If you choose to make your payments through installments,** after you have submitted the $160.00 initial payment fee, the remaining balance will be posted in 8 installments to your *myNorthridge Portal*; 4 installments due August 1, September 1, October 1 and November 1 for the fall semester, and 4 installments due January 1, February 1, March 1 and April 1 for the Spring semester. Payments can be made through the *myNorthridge Portal* or in person at University Cash Services.
9. **If you have Financial Aid**, keep in mind that the University applies your aid first to tuition & university fees, second to housing, and third to meal plan. If your financial aid is not posted by the payment due dates, you will be responsible for making payments as they come due each month. If your financial aid does not cover all of the meal plan costs, you will be held responsible for paying the monthly payments as they come due. Failure to do so will result in your meal plan privileges being suspended, late fees being assessed and a financial hold placed on your account which will preventing you from adding or dropping classes, getting transcripts, receiving your diploma, etc.
10. **If your check is returned by the bank** for any reason or your credit card charge does not go through, you must submit a new form of payment to University Cash Services within 5 business days along with a $20.00 returned payment fee. Payments for returned checks and fines must be paid by cash or certified funds only. Failure to replace the payment will result in your meal plan privileges being suspended. If you wish to cancel the meal plan immediately after submitting an application because you decide not to attend CSUN or accept on-campus housing, please do not put a stop payment on your check or reverse your credit card payment. Please call The Meal Plan Office and submit our cancellation form as soon as possible to prevent charges from being posted to your portal account.

11. **Email is the Meal Plan Office's primary method of communication** with you so please give us the email address that you check the most. If someone else is making your monthly payments, please provide their email address on the Release of Information form that is part of the meal plan application. Occasionally we call you, especially if we find your lost card or you leave your wallet at one of our dining locations, so please include your cell phone number on the meal plan application if you have one. Our email address is **mealplan@csun.edu.**
12. **You will be provided a Meal Plan Card** that is loaded with your meal plan choice and will contain 2 meal components: Meal Swipes to be used at Geronimo's and Dining Dollars to be used at all other food locations on campus.
13. **Dining Dollars**: The number of Dining Dollars in the name of the meal plan is the amount given for fall and spring semesters.
14. **Dining Dollars cannot be purchased instead of meal swipes**. Meal swipes may only be used at the campus residential dining hall, Geronimo's. Dining Dollars may be used at all on-campus dining locations.
15. **Dining Dollars do not transfer or roll over from one academic year to the next**. They will roll over from Fall 2015 to Spring 2016 but all must be spent by the last day of your meal plan contract, which is the last day of the Spring Semester, unless you only stay at CSUN for the Fall semester. Unused Dining Dollars will be forfeited and they cannot be transferred or refunded.
16. **Dining Dollars are cash value** (dollar for dollar) and can be used for on-campus meals, snacks and drinks or to purchase additional dining hall meals whenever your meal swipes are used up for the week. If all meal swipes are used up for the week, you may continue to dine at Geronimo's using your Dining Dollars at the reduced rate of $8.00 per meal.
17. **More Dining Dollars can be purchased at the Meal Plan Office**; at anytime during the semester, dining dollars can be added to your meal plan card and can be purchased with cash, money order, Visa/MasterCard/American Express or cashier's check (payable to The University Corporation) as long as your account is in good standing (all payments must be current). Your parent or guardian can also call the Meal Plan Office and give their credit card information over the phone. There is no extra charge to do this and we do not take personal checks. Financial aid cannot be used nor can you charge the extra Dining Dollars to your portal account. Forms to do this are available in the Meal Plan Office and on the Meal Plan website.
18. **5, 7, 10, 12 or 14 meal swipes per week for use at Geronimo's**, the campus dining hall located in the Satellite Student Union by Housing in accordance with the meal plan you have chosen**. These meals are not transferable and do not roll over from week to week which means uneaten meals will be lost. Meal swipes cannot be converted to Dining Dollars**.
19. **The meal swipes cannot be used to feed guests**. However, your Dining Dollars can be used for this purpose if you have enough available and will be charged retail price. Our primary obligation is to feed the meal plan student with the meal swipes and not their guests.
20. **3 Free Guest Passes**: Each meal plan comes with 3 guest passes to be used when you would like to bring a friend or family member to Geronimo's Dining Hall. Each guest pass will allow 1 guest to dine with you at Geronimo's. These guest passes are valid through the entire 2015-2016 academic year. In the event that your meal plan is cancelled, your guest passes will not be valid. You must have an active meal plan to utilize the 3 free guest passes.
21. **Your electronic signature on this contract is your agreement to abide by the Dining Hall Etiquette policy,** to respect the rights of those around you by not being loud or abusive, not cutting in line, refraining from horseplay and running inside Geronimo's, not taking food outside Geronimo's, not being wasteful, busing your own table and reporting spills to management.
22. **If you select or are placed in a housing unit without a kitchen, you are required to purchase a 10, 12 or 14 meal plan**.
23. **If you do not want or cannot afford a meal plan, you should not accept assignment to a non-kitchen housing unit as there are no exceptions to this requirement**. You should contact the Housing Office to see about changing your building assignment BEFORE the semester starts.
24. **The 5 and 7 Meal Plans** are only available to students living in on-campus kitchen units or off-campus.
25. **Students living in kitchen units are welcome to purchase a meal plan**. However, they cannot later cancel the meal plan unless they move out of on-campus housing to an off-campus location or no longer attend CSUN.
26. **Due to limited hours of operation during Spring and Winter Breaks, meal swipes are not available during these times.** However, your Dining Dollars will be active during these periods so you can eat at any of the on campus eateries that are open during these breaks. The cost of your meal plan does not include meal swipes during Spring and Winter Breaks.
27. **Changes to a lower meal swipe/higher Dining Dollar plan will be accepted if received by Friday, September 12, 2015.** Students living in non-kitchen units are not eligible to apply for or change to the 5 or 7 Meal Plan unless they move to a kitchen unit after purchasing one of the other available meal plans.
28. **Food Allergies/Dietary Restrictions. We will do our best to accommodate special or restrictive diets**; however, there is no guarantee that we will be able to satisfy all dietary requirements. Please contact us to further evaluate your specific requirements BEFORE applying for a meal plan. If you have strict dietary requirements which require you to purchase special food and/or prepare it yourself, you should refrain from purchasing a meal plan and/or accepting assignment to a non-kitchen housing unit.
29. **If you lose your meal plan card**, you must contact the Meal Plan Office right away so that your card can be deactivated to prevent unauthorized use. The Meal Plan Office is not responsible for unauthorized use if you do not notify us that your card has been lost or stolen. We will issue you a new card with a new number and charge a $5.00 lost card fee to the Dining Dollars portion of your meal card. If you do not have enough Dining Dollars, you can submit the fee with your request. Personal checks are not accepted for this transaction. You must present your CSUN ID or other picture ID in order to be issued a new card.
30. **Problems with your meal plan card should be directed to the Meal Plan Office either in person, via email or phone.**
31. **All decisions regarding the Meal Plan Program shall be made by the Meal Plan Office**. All questions, problems and requests should be directed to the Meal Plan Office at (818) 677-2655 or mealplan@csun.edu. The Meal Plan office is located on the 3rd floor of the Sierra Center Building, above the Marketplace. Additional information can be found at http://www.csun.edu/tuc/residential-dining.