

Fall 2019 - Spring 2020 Meal Plan Contract – Terms and Conditions

Please read the following information carefully. Once submitted, your electronic or wet signature will be attached at the bottom of page 4. You will be held accountable for all of the information below, so it is in your best interest to read everything here before submitting the application. Your signature, whether electronic or wet, verifies that you have read and understood all policies and procedures related to having a meal plan.

Pages 1 - 4 must be submitted to the Meal Plan Office and constitute the meal plan contract. Please retain the payment schedule and a copy of this contract for your records.

1. **Contract Term:** By signing this contract, you are agreeing to participate in the meal plan program for the Fall 2019 and Spring 2020 semesters, and are financially responsible for all meal plan fees.
2. **Your 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 non-refundable processing fee and a \$110 application fee. This \$110 application fee is refundable upon cancellation of the Meal Plan at any point during the Fall semester. Spring cancellations are not eligible for a refund. If you are applying through the Student Housing Portal, your initial fee is due at time of application. If you are an off-campus student, you must pay the initial fee once the charges have been posted to your Student Account.
3. **Cancelling your meal plan:** The deadline to cancel the Meal Plan is **Friday, September 6, 2019**. Should you need to cancel your meal plan for any reason, you will need to complete a request to cancel meal plan form. These can be found online at the Meal Plan website: <http://www.csun.edu/csundining/meal-plan> or in our office. Students living in a non-kitchen unit are not eligible to cancel their plan. All cancellations must be submitted in writing via a cancellation form, verbal cancellations are not valid. A \$60.00 cancellation fee will be applied to all meal plan cancellations regardless of reason for cancellation once the Fall Semester begins.
 - a. **Cancelling before the semester begins:** Should you decide not to attend CSUN you will need to submit a cancellation request to ensure you do not get charged for a Meal Plan. Once we have received a completed cancellation request, we can begin the 4-6 week process to cancel your plan. If a refund is due, you will receive it at the end of the 4-6 week process, via e-Refund, paper check, or direct refund to a credit/debit card.
 - b. **Cancelling after the September 6, 2019 deadline:** Once the deadline has passed, you may only cancel your meal plan if you are no longer attending CSUN, have cancelled your housing contract to live off-campus, or have a medical reason supported by a Doctor's note. We must be able to verify that you have withdrawn from CSUN or have moved off campus in order to cancel your meal plan. 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**.
 - c. **Cancellations based on financial hardship, not using the plan, having a kitchen and deciding to cook or moving from a non-kitchen unit will not be approved.**
 - d. **Not using your meal plan card is not the same as cancellation. You are still responsible for the meal plan fees whether you use your card or not.**
4. **Changing your meal plan:** The deadline to change your meal plan in the Fall semester is **Friday, September 13, 2019** and January 3, 2020 in the Spring semester.
 - a. **Students are permitted one change per semester**
 - i. Spring changes may be submitted in December, changes before then may not be approved
 - b. **Changes submitted after these deadlines will not be approved**
 - i. Some exceptions apply, please speak to the Meal Plan office for more information
 - c. **Students living in non-kitchen units are not eligible to change their plan to a Matador Block**
 - i. Unless the student moves from a non-kitchen to a kitchen unit, then they may change their meal plan option to a block plan
5. **Payments:** Will be posted in 8 installments to your myNorthridge portal. 4 installments for the Fall will be due September 1, October 1, November 1, and December 1. 4 installments for the Spring will be due February 1, March 1, April 1, and May 1. Payments can be made online through your myNorthridge portal with most major credit cards and electronic checks. Please note there is a 2.75% service fee when making credit card payments. You may also pay in person at University Cash Services, located in the Bayramian Hall Lobby, using cash, check, money order, or ATM/debit cards.
 - a. **Date marks from the Post Office (postmarks) are not honored.** To avoid a late fee, your payment needs to be received at University Cash Services on or before the due date.
 - b. **If your check is returned by the bank, or** for any reason 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.

6. **If you have Financial Aid:** Keep in mind that the University applies aid FIRST to tuition & fees, SECOND to housing, and LAST to meal plan. If your financial aid is not posted by the payment due dates or is not enough to cover all meal plan costs, you will be responsible for making payments as they come due. Any adjustments or changes in Financial Aid whether imposed or voluntary will not nullify any financial obligations. If you receive a Financial Aid disbursement prior to meal plan charges being posted or paid, the student must utilize these or personal funds to pay for any outstanding fees. Full and prompt compliance with all Financial Aid office requests for information and response is **STRONGLY** advised to ensure a timely financial aid award and distribution.
7. **Late Fees:** Payments are due on the 1st of the month according to the payment schedule, if your payment has not posted by the 10th of the month, your portal will be charged a \$15.00 late fee for every payment that is missed AND may result in meal plan suspension. 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. **You are still responsible for payments while your card is deactivated, and any missed meals will not be reimbursed.**
 - a. **Failure to make timely payments will result in:**
 - i. Assessment of late fee(s) as stated in fee schedule.
 - ii. Suspension of meals without compensation for missed meals.
 - iii. Withholding of University services pursuant to Section 42380, et seq., of Title 5 of the California Code of Regulations. This includes: 1) withholding of official transcripts and 2) denial of registration.
8. **Email is the Meal Plan Office's primary method of communication.** Please be sure to provide us with the email address you check most frequently. Occasionally we will call you, if we find your lost card or you leave your wallet or other valuables at a CSUN Dining location; so please be sure to provide your cell phone number on the application. Our email address is mealplan@csun.edu
9. **You will be provided with 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 & Bamboo Terrace and Dining Dollars to be used at all other food locations on campus.
 - a. **Meal Swipes:** Meals to be used at Geronimo's & Bamboo Terrace only.
 - i. All-Access Plan: Meal Swipes are unlimited, student can enter Geronimo's & Bamboo Terrace as many times as they would like, but swipes are non-transferrable.
 - ii. 10, 12, or 14 Meal Plan: Meal Swipes have a weekly limit and are non-transferrable. These meals do not rollover from week to week; they are use or lose.
 - iii. 270 & 200 Block Plan: Half of total meal swipes are allotted at beginning of each semester; they do roll over from week to week and can be used to bring in guests.
 - iv. **CANNOT be converted to Dining Dollars**
 - b. **Dining Dollars:** Are cash value (dollar for dollar) and can be used for on-campus meals, snacks, drinks, or any purchase at any of the dining locations on Campus. You receive a 10% discount off every purchase by using your dining dollars
 - i. Allotted Dining Dollars: The number of dining dollars in the name of your plan is the amount for the entire academic year. This amount will be split in half and loaded to your account at the beginning of each semester.
 - ii. Rollover: Dining dollars roll over from semester to semester, but must be used by the end of the academic year (May). Unused Dining Dollars will be forfeited and will not be transferred or refunded.
 - iii. Additional Dining Dollars: You may purchase additional dining dollars any time online through the CSUN Dining Account Center using a debit or credit card. These will appear in a separate account on your card, which will not be used until all allotted Dining Dollars are spent.
 - iv. **CANNOT be converted into Meal Swipes**
 - c. **Guest Passes:** Students on the 10, 12, 14, or All-Access plan will receive 3 Guest Passes per semester to be used for family or friends at Geronimo's & Bamboo Terrace. Each guest pass will allow 1 guest to dine with you, and are valid for the entire 2019-2020 academic year. You must have an active meal plan to utilize the free guest passes.
10. **Due to limited hours of operation during Winter and Spring Breaks, meal swipes are not available during these times.**
 - a. **Dining Dollars will be active during these periods**
 - b. **The cost of your meal plan does not include meal swipes during Winter and Spring breaks**
11. **If you select or are placed into a housing unit without a kitchen, you are required to purchase at minimum a 10, 12, or 14 Meal Plan.**
 - a. **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. Please contact the Housing Office to see about changing your room assignment BEFORE the semester starts.

- 12. 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 are no longer attending CSUN.
- 13. The Matador Block Plans are only available to students living off-campus or students living in a kitchen unit in Student Housing.**
- 14. 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. There will not be a reduction of food service fees for dietary or other related problems.
 - a. Please contact us to further evaluate your specific requirements BEFORE applying for a meal plan**
 - i. If you have strict dietary requirements, which require you to purchase a special food and/or prepare it yourself, you should refrain from purchasing a meal plan and/or accepting a non-kitchen housing unit.
- 15. If you lose your meal plan card:** Contact the Meal Plan Office right away so your card can be deactivated to prevent unauthorized use.
 - a. Lost Card replacements cost \$5.00; this is due at time of replacement.**
 - i. This fee can be paid with your Dining Dollars, Exact Cash, or a Credit/Debit card
 - b. During Regular Business Hours:** Stop by the Meal Plan Office to fill out a lost card form. We will be able to create a new card with a new number right away.
 - c. After Regular Business Hours/Weekends:** Stop by Geronimo's/Bamboo Terrace for a temporary card that will last three days. They will be able to deactivate your old card and get you a new number. You will have to visit the Meal Plan Office before your three days are up to receive a new permanent card.
 - i. Please bring the temporary card **AND** the receipt
 - d. The Meal Plan office is not responsible for unauthorized use if you do not notify us that your card has been lost or stolen.**
- 16. All decisions regarding the Meal Plan Program shall be made by the Meal Plan Office.** All questions, concerns, 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 first floor of the Student Housing office, next to Geronimo's/Bamboo Terrace. Additional information can be found at <http://www.csun.edu/tuc/residential-dining>.
- 17. Your electronic or wet signature on this contract is your agreement to abide by the Dining Hall Etiquette policy outlined in your CSUN Dining Guide.**