

VCU Dining Services

Contract Terms and Conditions

2009-2010

The student and parent, guardian or other guarantors are urged to carefully read the content of the following VCU Dining Services Terms and Conditions. When the official VCU Dining Services Contract form is electronically signed and submitted to Virginia Commonwealth University, or when a contract is established with VCU Residential Life and Housing to live in a dormitory-style residence hall, the Dining Service Contract becomes a binding agreement - a contract between the student, or, in the case of a minor, a guarantor, and the university.

1. Conditions of Participation

- A. VCU Dining Plans are available to registered VCU students who are in good financial standing with the University.
- B. VCU Dining Plan enrollment is available at www.bsv.vcu.edu/board and www.bsv.vcu.edu/vcufood. Dining Plans will be billed through the Department of Student Accounting and payment may be made through the Cashier's office and/or eSERVICES@VCU.
- C. Block Plans are non-transferable and are for the enrolled participant only. The plan's membership and its privileges cannot be used to obtain food or drink for another individual except when using the specified guest meals, cash, check, credit card, RamBucks, or Dining Dollars.
- D. A valid VCUCard is also the Dining Plan membership card. Therefore, all VCU Dining Plan participants are required to present a valid VCUCard to receive dining plan program privileges. Any VCU Dining Plan participant who cannot present a valid VCUCard is required to pay current retail pricing with cash or credit card.
- E. The VCU Dining Services program participant agrees to accept all Contract Terms and Conditions published by VCU Dining Services and any announced revisions that may be forthcoming.
- F. Students with exceptional medical or ethnic dietary requirements should review the VCU Dining Services program offerings through the website, www.bsv.vcu.edu/vcufood prior to enrollment in VCU Residential Life and Housing, to determine if a mandatory dining plan, with modest adaptations, will support their nutritional requirements and dietary life style. Students with exceptional dietary requirements, beyond the daily cycle menu offerings, should make an appointment with the VCU Dining Services' administration, (804) 828-1147, **prior** to campus resident enrollment. A review of the student's special dietary requirements will determine VCU Dining Services' ability to accommodate an exceptional medical or ethnic nutritional program.

2. Dining Plan Definitions

- A. *Block Plans* – Blocks are dining center “swipes” used primarily to receive dining plan privileges, to gain entry to Shafer Court Dining Center or to purchase a meal combo through the Meal Exchange program. Each Block equals one dining plan swipe. Blocks do not carry between semesters. Block Plans are billed through VCU Student Accounting.
- B. *Bonus Dining Dollars* – Students who participated in a **Residential Dining Plan** during the **Spring 2009** semester are eligible to receive an additional free 150 Dining Dollars upon purchase of a qualified dining plan for the **subsequent Fall 2009** semester. Qualified dining plans include:

- 300 Block Plan + 100 Dining Dollars (both campuses)
- 250 Block Plan + 300 Dining Dollars (both campuses)
- 250 Block Plan + 175 Dining Dollars (both campuses)
- 200 Block Plan + 301 Dining Dollars (both campuses)
- 170 Block Plan + 450 Dining Dollars (MCV Campus only)
- 150 Block Plan + 105 Dining Dollars (both campuses)

The 150 Bonus Dining Dollars becomes available upon the depletion of the initial plan's Dining Dollars. The Bonus Dining Dollars are automatically added to the dining plan for all eligible participants. Unused fall semester Bonus Dining Dollars do not carry over to the spring 2010 semester

- C. *C-Stores* – The VCU Dining Services convenience stores located in the University Student Commons' lobby, Grace E. Harris Hall and the Cary & Belvidere Residential College accept the VCU Dining Services Meal Exchange Program, Dining Dollars, RamBucks, cash and credit cards.
- D. *Dining Center* – The unlimited servings dining location that accepts Block Plans, Dining Dollars, RamBucks, cash, and credit cards. The unlimited serving's restaurant, Market 810, is located on the second floor of Shafer Court Dining Center on the Monroe Park Campus.
- E. *Dining Dollars* – Dining Dollars work like a pre-paid debit card that allows for tax free food purchases at Shafer Court Dining Center or any VCU retail dining location. Dining Dollars may be added to any existing Dining Plan in \$25 increments at any time throughout the semester by contacting VCU Dining Services by phone at 804.828.1148 or in person at 1111 W. Broad Street.
- F. *Meal Exchange* - The use of a dining plan block or blocks during specific time periods at designated VCU retail locations on the Monroe Park Campus and the MCV Campus to purchase a meal combo or pizza/wings.
- G. *Participant* – A registered VCU student, a VCU faculty member, or a VCU staff member, who has purchased a dining contract.
- H. *Retail Locations* – The retail locations are:
- Camille's Sidewalk Café located on the first level of the Shafer Court Dining Center
 - Commons Café and Park Place Food Court located in the University Student Commons
 - Commons Convenience located in the University Student Commons
 - Starbucks® Coffee located in the James Branch Cabell Library
 - C-store located on the first floor in Grace E. Harris Hall
 - Bookmark Bistro located in the Barnes & Noble @ VCU on Broad Street featuring Quiznos Subs® and "We Proudly Brew" Starbucks® Coffee
 - Bleecker Street Café located in the School of Business – Snead Hall
 - Chili's, Starbucks® Coffee and the Cary Street Market & Deli located in the Cary & Belvidere Residential College at the corner of Belvidere and Cary streets
 - Alpine Bagel Café and McDonald's® located in the Gateway Building on the MCV Campus
 - Hideaway Café located in Hunton Student Center on the MCV Campus
 - Skull & Beans located in the Tompkins-McCaw Library
 - Cabaniss Hall – breakfast kiosk accepting dining plans, Rambucks and credit cards through end of the Fall 2009 semester.
 - Jonah's in Larrick Student Center – Opening Spring 2010
 - Starbucks in Larrick Student Center – Opening Spring 2010

Retail locations accept Dining Dollars, RamBucks, cash, and credit/debit cards with the exception of McDonald's, which accepts cash and credit cards only.

- I. *Unlimited Servings* – Dining patrons/guests may return to food kiosks in the Market 810 location for additional serving offerings throughout the dining visit, excluding Upper Cuts.

- J. *Upper Cuts* – A specialty menu item available in Market 810 requiring an additional block swipe(s). Dining Dollars, RamBucks, cash, and credit cards may be used to purchase Upper Cuts selections at the cashier's station.
- K. *Webfood* - An online food ordering system that allows pick-up from participating retail locations.

3. Dining Plan Program Schedule

- A. VCU Dining Services makes every attempt to follow the Nine Month Residence Hall Schedule for VCU Housing.
- B. Fall Semester
 - a. Dining begins on Wednesday, August 12, 2009 at 4 p.m.
 - b. Last day to make dining plan changes is Friday, September 4, 2009 at 4 p.m.
 - c. Dining ends on Wednesday, December 16, 2009 at 2 p.m.
- C. Spring Semester
 - a. Dining begins on Monday, January 11, 2010 at 4 p.m.
 - b. Last day to make dining plan changes is Friday, January 29, 2010 at 4 p.m.
 - c. Dining ends on Saturday, May 15, 2010 at 2 p.m.
- D. While the dining plan is available for fall break and spring break, VCU Dining Services reserves the right to operate a modified schedule of openings and hours.
- E. The dining plan is not available during Thanksgiving break.

4. VCU Dining Plan Parameters

- A. All VCU students residing in dormitory-style university housing are **required** to purchase one of the Essential Dining Plans listed below. By contracting to live in a particular residence hall, the student is required to contract with VCU Dining Services for participation in a corresponding dining plan. Students residing in university apartments, MCV Campus low-rise residence halls, and graduate students are exempt from this requirement.

Essential Dining Plans:

- 300 Block Plan + 100 Dining Dollars
- 250 Block Plan + 300 Dining Dollars
- 250 Block Plan + 175 Dining Dollars
- 200 Block Plan + 300 Dining Dollars
- 200 Block Plan + 150 Dining Dollars
- 170 Block Plan + 450 Dining Dollars (MCV Campus only)

- B. All registered VCU students, not residing in university housing, are eligible to purchase any of the following Preferred Dining Plans at any time during the semester:

Preferred Plans

- 300 Block Plan + 100 Dining Dollars
- 250 Block Plan + 300 Dining Dollars
- 250 Block Plan + 175 Dining Dollars
- 200 Block Plan + 300 Dining Dollars
- 200 Block Plan + 150 Dining Dollars
- 150 Block Plan + 105 Dining Dollars
- 100 Block Plan + 75 Dining Dollars
- 50 Block Plan + 75 Dining Dollars
- 25 Block Plan + 75 Dining Dollars
- 5 Block Plan + 160 Dining Dollars

- C. For fall 2009 ONLY, MCV Campus residents will receive a discount on their Essential dining plans while Larrick Student Center is under construction. This discount will not carry to spring 2010 dining plan rates.
- D. The VCU Dining Plan programs feature “unlimited servings” of food choices in Market 810 in Shafer Court Dining Center. It is the participants’ responsibility to take only what can be reasonably consumed at each meal. To facilitate service, only one entrée may be served at a time. VCU Dining Services reserves the right to limit the number of servings at special-event meals.
- E. Dining Center meals are intended to be consumed in the confines of Market 810. Plan participants may not take food from the dining center. VCU Dining Services, or its designee, reserves the right to inspect any packages, bags, coats, purses, et cetera, brought into the dining center. All inspections will be conducted in accordance with University guidelines.
- F. All VCU Dining Plans offer *unlimited access*. Unlimited access allows the dining plan participant to visit the VCU Dining facilities as frequently as the dining plan entitlement permits during operating hours. However, a one-hour grace period is required between visits.
- G. Multiple Preferred Dining Plans may be purchased in a semester, provided the student is in good financial standing with the University. Blocks and Dining Dollars will accumulate until the end of each semester at which time **unused blocks and Dining Dollars will be forfeited**.
- H. If an Essential Dining Plan is exhausted before the end of the semester, an additional Block Plan may be purchased, provided the student is in good financial standing with the University. Blocks and Dining Dollars will accumulate until the end of each semester at which time **unused blocks and Dining Dollars will be forfeited**.
- I. No credit will be given for unused blocks during the contract period for any reason, including, but not limited to, academic scheduling, extracurricular activities, religious restrictions, cultural traditions, special dietary needs, or the temporary closing of dining units due to an emergency.
- G. Students may register for a Dining Plan at any time during the semester, provided they are in good financial standing with the University.
- H. **All Essential Dining Plan** contracts are for the academic year, which includes both fall and spring semesters.
- I. **All Preferred Dining Plans** of 150 Blocks or fewer require renewal each semester.
- J. **All** dining plan purchases are billed through the VCU Department of Student Accounting. Payments may be made in person at the VCU Cashier’s Office, 809 West Broad Street, Monday through Friday, 9:00 a.m. to 3:00 p.m.; deposited in Founder’s Hall drop box in Student Services Room 104 or Sanger Hall’s drop box in the Student Services Room 1055, or through eSERVICES@VCU, the university’s online payment system.
- K. VCU Dining Services reserves the right to inspect VCUCards at any time and to request other appropriate forms of identification.
- L. Take-out meals are available to plan participants at Market 810-2-Go in Shafer Court Dining Center, as well as most retail locations in the form of Meal Exchange. The Meal Exchange program allows for a meal combo to include at least the following: 1 entrée, 1 side, salad, fruit and beverage.
- M. Meals are available for students on an Essential Dining Plan who are too ill to leave their residence hall. Arrangements for these meals need to be made between the Resident Assistant and VCU Dining Services. The student’s VCUCard and a signed form are required. The Resident Assistant will have the appropriate forms.

5. Changes and Cancellations

- A. Changes and cancellations must be made by contacting the VCU Dining Services office at 1111 W. Broad Street, Room 131 or by calling VCU Dining Services at 804.828.1148.
- B. The deadline for changing your dining plan is 4:00 p.m. Friday, September 4, 2009 for the fall semester and 4:00 p.m. on Friday, January 29, 2010 for the spring semester.
- C. Changes or cancellations to a VCU Dining Plan must be made through the VCU Dining Services Administration Office, 1111 West Broad Street, Room 131. Changes or cancellations will not be accepted after the deadline. There is no penalty for changing dining plans during this time period (see B. above).
- D. When a VCU Dining Plan cancellation is due to death, incapacitating illness or military service, the unused meal value and Dining Dollars will be proportionately refunded.
- E. When the VCU Dining Services contract is terminated due to a violation of the VCU Dining Services Contract Terms and Conditions, the University Housing Contract or for disciplinary purposes, the participant will not receive a refund.

6. Dining Dollars

- A. Additional Dining Dollars may be added to any existing Dining Plan in \$25 increments (i.e., \$25, \$50, \$75 etc.) by check, cash or credit card at any time during the semester. Dining Dollars cannot be billed through the VCU Department of Student Accounting and must be purchased through the VCU Dining Services' customer services office located at 1111 West Broad Street, Room 131.
- B. Funds may not be transferred from a VCUCard RamBucks account to a Dining Dollars account. Dining Dollars are tax-free; RamBucks are not.
- C. Unused Dining Dollars will be forfeited at the end of each semester.

7. Guest Meal Passes

- A. Twenty (20) of the plan's total blocks may be used as guest passes each semester for the following dining plans:
 - 300 Block Plan + 100 Dining Dollars
 - 250 Block Plan + 309 Dining Dollars
 - 250 Block Plan + 175 Dining Dollars
 - 200 Block Plan + 300 Dining Dollars
 - 200 Block Plan + 150 Dining Dollars
 - 150 Block Plan + 105 Dining Dollars
 - 100 Block Plan + 75 Dining Dollars
- B. Ten (10) of the plan's total blocks may be used as guest passes each semester for the following dining plan:
 - 50 Block Plan + 75 Dining Dollars
- C. Unused guest passes default back to participant's dining plan and will not carry over to the following semester.

8. Default Dining Plan

- A. All VCU students residing in dormitory-style university housing are required to purchase an Essential Dining Plan. Students who have not selected a plan by VCU Department of Student Accounting's first billing date of the semester (mid-July) will be assigned and billed for the 200 Block Plan + 300 Dining Dollars Dining Plan.

B. *Presidential Scholarship* Dining Plans will include:

- 250 Block Plan + 175 Dining Dollars
- 200 Block Plan + 300 Dining Dollars

9. Scheduling

- A. VCU Dining Services reserves the right to modify the dining programs' hours of operation and locations as necessary.
- B. Every reasonable effort will be made to continue providing VCU Dining Services programs during emergency periods of inclement weather, power shortages and similar circumstances.
- C. The VCU Dining Services programs do not include the recess periods for Thanksgiving, winter intersession, spring break, or between summer sessions.

9. General Provisions

- A. VCU students are responsible for observing all applicable University rules, regulations and policies included in the VCU Student Handbook, the VCU Resource Guide, VCU Residential Life and Housing Contract, the Residence Hall Handbook and VCU Bulletins and websites. It is the student's responsibility to be familiar with this information.
- B. The University reserves the right to change the cost of dining plans before or during the contract period by action of the VCU Board of Visitors.
- C. Smoking is not permitted in VCU dining units.
- D. Alcoholic beverages cannot be obtained with Dining Dollars, nor may alcoholic beverages be brought into VCU Dining facilities. Guests of age may consume alcohol provided by VCU Catering.
- E. Shirts and shoes are required in all dining units.
- F. VCU Dining Services is not responsible for personal belongings brought into or left in dining units.
- G. Photographic equipment cannot be used in any VCU Dining facility unless authorized in advance by the dining unit manager.
- H. For more information on VCU Dining Services programs, visit the website at www.bsv.vcu.edu/vcufood.