

VCU Dining Services

Frequently Asked Questions

Fall 2009 - Spring 2010

1. Who is required to purchase a VCU Dining Plan?

All undergraduate VCU students residing in dormitory-style residence halls (specifically Brandt, GRC II, GRC III, Johnson, Rhoads, West Grace and Cabaniss) are required to purchase one of the Essential Dining Plans available through VCU Dining Services. When selecting a residence hall, please be mindful of any special dietary needs you have, as some residence halls require a dining plan. Graduate students, those residing in university apartments and in MCV Campus Low-Rises are exempt from this requirement.

2. What are the Essential Dining Plan Prices?

Essential Dining Plans	Semester Cost*
300 Block Plan + 100 Dining Dollars	\$ 1,771
250 Block Plan + 300 Dining Dollars	\$ 1,750
250 Block Plan + 175 Dining Dollars	\$ 1,650
200 Block Plan + 300 Dining Dollars	\$ 1,638
200 Block Plan + 150 Dining Dollars	\$ 1,488

**Prices are per semester and are subject to approval by the Board of Visitors. More than one block plan may be purchased per semester. Blocks and Dining Dollars do not carry over and are forfeited at the end of each semester.*

3. What are Blocks?

Blocks are dining center "swipes" used primarily at 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.

4. What are 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. The current meal tax rate in Richmond is 11%, which means you will save 11% on each food purchase.

As long as you have a dining plan, you may purchase additional dining dollars in \$25 increments at any time during the semester by check, cash or credit card. Dining Dollars cannot be billed through the VCU Department of Student Accounting and must be purchased through the VCU Dining Services office at 1111 West Broad Street, or by calling 804.828.1148.

5. What is the Meal Exchange Program?

The Meal Exchange program allows plan participants to use Blocks to purchase meal combos at designated VCU retail locations.

6. What is Webfood?

Webfood is an online food ordering system that allows pick-up from participating retail locations. Dining Plan blocks are used to pay for food. The Webfood locations are Bleecker St. Café in Snead Hall, Hideaway Café in Hunton Student Center on the MCV Campus, Cary Street Market & Deli in the Cary & Belvidere Residential College and Market 810-2-Go (pizza and wings only) in Shafer Court Dining Center.

7. What are Bonus Dining Dollars and how does one qualify?

Students who participated in a Residential Dining Plan during the spring 2009 semester and who purchase a qualifying plan for fall 2009 are eligible to receive an additional 150 Dining Dollars. Qualified spring 2008 and fall 2009 dining plans include:

Qualifying Spring 2009 Dining Plans	+ Qualifying Fall 2009 Dining Plans
300 Block Plan + 100 Dining Dollars	300 Block Plan + 100 Dining Dollars
250 Block Plan + 309 Dining Dollars	250 Block Plan + 309 Dining Dollars
250 Block Plan + 175 Dining Dollars	250 Block Plan + 175 Dining Dollars
200 Block Plan + 300 Dining Dollars	200 Block Plan + 300 Dining Dollars
200 Block Plan + 150 Dining Dollars	200 Block Plan + 150 Dining Dollars
170 Block Plan + 450 Dining Dollars (MCV Campus only)	150 Block Plan + 105 Dining Dollars

The 150 Bonus Dining Dollars will be added to the dining plan for all eligible participants after the add/drop period ends ~ September 10, 2009. The 150 Dining Dollars will not appear on your statement or become available until the initial Dining Dollars are depleted. Unused fall 2009 semester Bonus Dining Dollars do not carry over to the spring 2010 semester.

8. Where are VCU Dining Plans accepted?

Dining Plan blocks are accepted at Market 810, on the upper level of Shafer Court Dining Center, and at any Meal Exchange retail partner.

Market 810 provides unlimited food choice servings and has continuous dining Monday through Thursday; 7:00 a.m. to midnight, Friday; 7:00 a.m. to 9:00 p.m., Saturday and Sunday 10:30 a.m. to 9:00 p.m.

The VCU Dining Services Meal Exchange program is available at the following VCU retail locations:

Monroe Park Campus

Quiznos Sub - located in the Bookmark Bistro at Barnes & Noble @ VCU

Alpine Bagel - located in the University Student Commons' Commons Café

Commons Convenience - located in the University Student Commons
Subway - located in the University Student Commons' Commons Café (Sundays only)
Bené Pizza - located in the University Student Commons' Park Place Food Court
Grille Works - located in the University Student Commons' Park Place Food Court
Nao and Zen - located in the University Student Commons' Park Place Food Court
Wraps and Salads - located in the University Student Commons' Park Place Food Court
Chick-fil-A - located in the University Student Commons' Park Place Food Court (Saturdays only)
Bleecker St. Café - located in Snead Hall
Harris Hall C Store - located on the first floor of Grace E. Harris Hall
Cary Street Market & Deli - located in the Cary & Belvidere Residential College

MCV Campus

Alpine Bagel Café - located in the Gateway Building
Cabaniss Kiosk - located in Cabaniss Hall (Fall 2009 only)
Hideaway Café - located in the Hunton Student Center
Jonah's Emporium - located in The Jonah L. Larrick Student Center (opening Spring 2009)

VCU Students may choose to make purchases with Dining Dollars, RamBucks, cash or credit cards at the following VCU Dining Services locations:

Monroe Park Campus

Market 810, Market 810-2-Go and Camille's Sidewalk Café, located in the Shafer Court Dining Center
Park Place Food Court, Commons Café, Common Convenience and Alpine Bagel Café located in the University Student Commons
Starbucks Coffee located in the James Branch Cabell Library
Bookmark Bistro, featuring Quiznos Subs, located in Barnes & Noble @ VCU
Bleecker St. Café, located in Snead Hall on the Monroe Park Campus Addition
Cary Street Market & Deli, Chili's and Starbucks in the Monroe Park Campus Housing complex

MCV Campus

Alpine Bagel Café located in the Gateway Building
Skull & Beans located in the Tompkins-McCaw Library
Hideaway Café located in the Hunton Student Center
Cabaniss breakfast kiosk located in east lounge (accepts Blocks, Dining Dollars credit cards and Rambucks only)
McDonald's accepts cash only

9. How do dining plan participants access Market 810?

Your Dining Plan is automatically loaded onto your VCU Card. All registered VCU students are issued a VCUCard. If your VCUCard is lost or stolen, the VCUCard office must be notified and a replacement must be obtained **immediately**.

10. Are take-out meals available?

Meals-to-go are available for VCU Dining Plan participants at Market 810-2-Go in the Shafer Court Dining Center on the Monroe Park Campus.

Pizza and wings to-go are available through Market 810-2-Go daily; and Commons Café daily from 2:00 p.m. to 11:00 p.m. Webfood pre-ordering locations are Market 810-2-Go, Hideaway Café, Bleecker Street and Commons Café.

11. Are guest passes available with the Dining Plans?

Each of the Essential Dining Plans has allocated 20 of the total blocks to guest passes. The Preferred Plans of 100 blocks or greater have 20 of the plans' total blocks available as guest passes and the 50 block plan has 10 of the plan's total blocks available as guest passes. The unused guest passes default back to the participant dining plan and will not carry over to the following semester. The VCU Dining Center accepts Dining Dollars, RamBucks, cash and credit cards for guest meals.

12. How can I purchase a VCU Dining Plan?

A dining plan can be purchased on-line at www.bsv.vcu.edu/vcufood or in-person by visiting the VCU Dining Services office at 1111 W. Broad Street.. Students will be billed through the VCU Department of Student Accounting. Information and contracts may also be obtained by visiting the VCU Dining Services' customer service office in Shafer Court Dining Center. Students residing in university housing who have not selected a Essential Dining Plan for the fall semester by July 15 will automatically be assigned the default 200 Block + 300 Dining Dollars Plan (\$1,590). (This assigned plan can be changed up until September 4 at 4:00 p.m.)

13. Can a dining plan be changed?

Changes to dining plans will be accepted until 4:00 p.m. Friday on the following dates: Fall Semester 2009 - September 4, 2009
Spring Semester 2010 - January 29, 2010

Changes can be made by:

- visiting the VCU Dining Services Administrative Office located at: 1111 West Broad Street, Suite A, between the hours of 8:00 a.m. and 4:00 p.m., Monday through Friday
- telephone: 804.828.1148
- e-mail: dining@vcu.edu
- fax: 804.828.6178

14. What do I do if I withdraw from the university or move off campus and want to cancel my Essential dining plan?

If you withdraw from the university, please call VCU Dining services at 804.828.1148 no later than 30 days from the end of the semester to cancel your dining plan and receive a prorated refund. Students failing to notify Dining Services by the deadline may be required to make full payment on their dining plan.

If you move off campus, and you want to cancel your dining plan, please notify VCU Dining Services at 804.828.1148 within 30 days of the move date to cancel or change your plan. Students failing to notify dining services before the deadline may be charged for the full plan.

15. What do I do if I am ill and cannot go to the VCU Dining Center?

If you're unable to leave your residence hall due to illness, please complete the Take Away Meal Authorization Form found under the "faq's" section on the right side of the Dining Plans Page at www.bsv.vcu.edu/vcufood.

16. What dining plan options are available to off-campus residents?

All Preferred Dining Plans are available to off-campus students.

Preferred Plans	Semester Price*
300 Block Plan + 100 Dining Dollars	\$ 1,771
250 Block Plan + 300 Dining Dollars	\$ 1,750
250 Block Plan + 175 Dining Dollars	\$ 1,650
200 Block Plan + 300 Dining Dollars	\$ 1,638
200 Block Plan + 150 Dining Dollars	\$ 1,488
150 Block Plan + 105 Dining Dollars	\$1,110
100 Block Plan + 75 Dining Dollars	\$ 757
50 Block Plan + 75 Dining Dollars	\$ 447
25 Block Plan + 75 Dining Dollars	\$ 270
5 Block Plan + 160 Dining Dollars	\$ 199

**Prices are per semester and are subject to approval by the Board of Visitors. More than one plan may be purchased per semester. Blocks and Dining Dollars do not carry over and are forfeited at the end of each semester.*

17. How do I pay for my VCU Dining Plan?

The VCU Department of Student Accounting office will bill you. Payment may be made through eSERVICES@VCU, the VCU online bill payment service. Do not send payment to the VCU Dining Services office.

18. Where are menus posted?

Menus are posted on the VCU Dining Services Web site at www.bsv.vcu.edu/vcufood.

19. How do I contact VCU Dining Services if I have any questions or comments?

Please contact us via e-mail (dining@vcu.edu); fax (804.828.6178); or telephone (804.828.1148). You may also visit our Web site at www.bsv.vcu.edu/vcufood and click on contact us.

20. Where is VCU Dining Services' inclement weather information?

Please call the VCU Dining Services' information hotline at 804.828.1148 or visit the Web site at www.bsv.vcu.edu/vcufood.

21. Do VCU Dining Plan blocks carry over to the next semester?

Blocks and Dining Dollars are per semester and do not carry over to the following semester. Preferred dining plans of 150 blocks or less require a repurchase each semester. ALL Dining

Plans of 200 Blocks or greater will automatically renew for spring semester unless a change request is submitted.

22. Are VCU Dining Plans available for purchase at any time?

Yes, block plans may be purchased at any time during a semester.

23. How are VCU Dining Plan balances obtained?

Account balances may be obtained through vcucard.com or by calling the VCU Dining Services office at 804.828.1148.

Dining Dollar account balances are printed on your receipt. There are two numbers on the bottom of the receipt. The first number shows the total Dining Dollars and RamBucks left. The second number shows the total balance in the account you used to pay.

24. Where are vending refunds obtained?

If money is lost in any of the vending machines on the Monroe Park Campus or the MCV Campus, please visit:

VCU Dining Services Office: 1111 West Broad Street (corner Harrison & Broad), Monday through Friday, 8:00 a.m. to 4:30 p.m.

Hideaway Café in Hunton Hall, 7:30 a.m. to 2:00 p.m., Monday through Friday