FAQ

• **How do I decide which meal plan I need?**
  Take our quick survey at [https://www.uah.edu/chargercard/meal-plans](https://www.uah.edu/chargercard/meal-plans) to help you decide the best option for you.

• **How do I change my meal plan?**
  Please go to [https://www.uah.edu/chargercard/forms](https://www.uah.edu/chargercard/forms) and complete the Meal Plan Change Request form.

• **Where can I use my meal swipes?**
  Meal swipes are accepted at Charger Café. Students on meal plan #1, #2, #3 and #7 may use one meal swipe/entry per period. Meal Plan #4 and #8 may use as many swipes as they would like per meal period.

• **What is the difference between Charger Bucks and Dining Dollars?**
  Charger Bucks is funds assigned with a traditional meal plan to allow students flexibility to eat at the retail locations as they would like throughout the semester. The funds are spent dollar for dollar at any of the retail dining locations. Charger Bucks expire at the end of each semester.

  Dining Dollars are a declining balance account that can be used at any of the dining locations on campus to make purchases. The funds are spent dollar for dollar at any of the retail dining locations. Dining Dollar balances roll over from Fall to Spring semester but expire at the end of the Spring semester.

• **When will the Charger Café open for Fall semester?**
  Charger Café will open in August and meal plans will be active starting that day. Final date coming soon.

• **What dining locations will open?**
  The following locations will be open this semester: Charger Café, Dunkin Donuts, CTC Charger Brew, C-Store, Papa John’s, Chick-Fil-A, Burrito Bowl, World of Wings, Mein Bowl, Gardenview Cafe, and the food truck Beast Mode will be on campus.

• **I have several dietary restrictions, does dining accommodate these requests?**
  The Charger Café offer the Simple Services station which provides safe & appetizing food choices for our customers with food allergies, gluten intolerance, & those who prefer simple food. All foods offered at this station are naturally free of milk, eggs, wheat, soy, shellfish, peanuts, tree nuts and gluten. All the retail brands offer the same menu as other locations across the nation.
• Several of the locations can have long lines at peak times during the day, how is social distancing being handled?

We will be encouraging students to utilize the mobile ordering app Grub Hub to order from our retail locations for a pickup and go option to avoid the line. We will have social distancing floor markers and additional signage.

• If I become sick while on campus will arrangements be made for food to be delivered to me?

Yes, Dining Services will work with the University to provide safe meal delivery options to isolated locations on campus for students experiencing symptoms.

• How will Dining Services be ensuring the student safety at their locations?

- Personal Protective Equipment (PPE)
  Employees will wear masks and gloves.

- Hand Washing
  Staff will continue to wash hands frequently.

- Team Member Health
  Employees will regularly report on their health.

- Food Safety
  Self-service options will be eliminated.

- Sanitizing and Disinfecting
  High-touch surfaces will be cleaned frequently with professional-grade products.

- Social Distancing Measures
  Dining rooms will be closed, serving areas will have updated configurations, and floor markers to encourage social distancing.

- Service during Quarantine
  Safe meal delivery options to isolated locations for students experiencing symptoms or diagnosed with COVID-19.

- Technology
  Online ordering, and cashless payments, will limit contact between dining staff and students.

- Carryout and Prepackaged Options
  Expanded options for carryout orders.

• How can I receive information about changes to the Dining program?

Please follow us on social media or visit our website at uah.edu/dining.