



# Seminole Dining Meal Plan Contract Terms & Conditions (2019-2020 Academic Year)

## **Contract Duration**

All dining plans are annual contracts spanning the full academic year (Fall and Spring semesters). Separate dining plans are available for purchase at a reduced rate during the Summer semester. The charge for the academic year dining plan you select will be posted to your student account (my.fsu.edu) once for the Fall semester, and again for the Spring semester. The operational dates vary according to individual locations and the academic calendar. Meals are not provided during break periods and some holidays (Thanksgiving Break, Winter Break, Spring Break).

Summer dining plans are a six-week contract, available for Sessions B and C. Students attending Sessions A or F can purchase Summer B and C dining plans. Summer dining plans expire on the last day of each session and do not rollover to the next session or semester. The charge for the Summer dining plan you select will be posted to your student account (my.fsu.edu) during the Summer session.

## **Dining Plan Overview**

Your FSUCard, which serves as your dining card, is required for all dining plan transactions - no exceptions. Only the customer named on the dining plan and whose name appears on the FSUCard is entitled to services extended under the dining plan option; dining members may not transfer their dining plan or services to other customers, with the exception of Guest Passes (for more info, see "Guest Passes" section). FlexBucks and/or Garnet Bucks may be used for guests if the dining member (whose name appears on the FSUCard) is present. If there is a violation of this policy, the FSUCard will be confiscated and the student will be subject to the Student Conduct Code. Unauthorized use may result in disciplinary action. If your FSUCard is lost or stolen, you must immediately report it to the FSUCard Center. Seminole Dining is not responsible for any meals missed due to a lost or stolen FSUCard.

Using one meal swipe, members can eat their meal in the dining location, or take it to go. However, doing both is not permitted unless a second meal swipe is used. The carry out (to-go) policy found at [seminoledining.com](http://seminoledining.com) must be reviewed and observed.

Any remaining meals at the end of the semester are forfeited and do not roll over to the next semester.

## **Dining Plan Sign-Up and Payment**

To sign up for your dining plan, visit [seminoledining.com](http://seminoledining.com) or the Seminole Dining Office located at 104 N. Woodward Ave. (inside the FSUCard Center). Once you have signed up for your meal plan, please allow up to two (2) business days for activation of your meal plan to appear on your student account. By signing up online or in-person, you are authorizing the dining plan to be billed to your University student account and you become liable for the payment. Please note that Seminole Dining is only able to discuss the meal plan dining account with the dining contract holder unless delegated access has been granted through the University. For more information on delegated access, visit <http://studentbusiness.fsu.edu/delegated-access>. You are also authorizing Seminole Dining to email you about your meal plan, specials and promotions, changes to dining locations and any additional dining information.

Payments are due by the fee payment deadline published in the University's General Bulletin, <http://registrar.fsu.edu/bulletin/>. Payments for Fall 2019 dining plans are due by September 6, 2019 and payments for Spring 2020 dining plans are due by January 18, 2020. Payments for Summer B dining plans are due by May 24, 2019 and payments for Summer C dining plans are due by July 8, 2019. Payment may be made online at [my.fsu.edu](http://my.fsu.edu) or in-person at Student Business Services located in A1500 University Center. All checks should be made payable to Florida State University. Failure to submit payment by the above dates could result in suspension of your meal plan and you will be responsible for the meals consumed at the daily cash rate. Late payments are subject to the terms and conditions provided in the Student Financial Responsibility Agreement, which all students must agree to during enrollment. The Agreement may be viewed at [http://studentbusiness.fsu.edu/sites/g/files/upcbnu1241/files/Forms/Student\\_Financial\\_Responsibility\\_Policy.pdf](http://studentbusiness.fsu.edu/sites/g/files/upcbnu1241/files/Forms/Student_Financial_Responsibility_Policy.pdf)

## **Downgrades**

Dining plans are activated for Fall 2019 on August 21, 2019 and for Spring 2020 on January 2, 2020. Dining members may choose to downgrade their plan to another eligible plan by August 21, 2019 at 4:30 PM for Fall 2019 and by January 2, 2020 at 4:30 PM for Spring 2020. Downgrades will not be permitted after these dates. In order to request a downgrade, the dining member must visit the Seminole Dining office and complete a change request form in person.

Students who join a Greek organization with a meal plan included in the organization's dues have an extended time to downgrade their meal plan. Students who qualify must present their bid card within five days of receipt to the Seminole Dining Office, located at 104 N. Woodward Ave. (inside the FSUCard Center) to be eligible for a meal plan downgrade.

## **Cancellation**

All dining plans are annual contracts spanning the full academic year (Fall and Spring semesters). Summer dining plans are a six-week contract. Cancellations are not allowed, with the exception of a withdrawal from the University with written documentation from FSU Office of Withdrawal Services. A prorated

refund will be posted to a student's University account based on the number of days in attendance at FSU or the number of meals consumed, whichever is greater. Failure to participate in the dining plan does not release a student from their dining contract.

If you qualify for a cancellation based on the criteria above, please complete a cancellation request form in person at the Seminole Dining office, located at 104 N. Woodward Ave. (inside the FSUCard Center). Cancellation requests must be received by August 21, 2019 at 4:30PM for Fall 2019 and by January 2, 2020 at 4:30 PM for Spring 2020.

## **Dining Plan Redemption**

All dining plans can be redeemed for all you care to eat meals at our residential dining halls including the Suwannee Room and the Seminole Café. All dining plans also include FlexBucks that can be redeemed at any dining location on campus.

## **FlexBucks/Garnet Bucks**

FlexBucks and/or Garnet Bucks may be used at any Seminole Dining location. Any unused Summer 2019 FlexBucks will rollover to Fall 2019 and Fall 2019 FlexBucks will rollover to the Spring 2020 dining plan. All FlexBucks (including FlexBucks Carryover) on the student's dining account expire at the end of Spring 2020 or upon separation from the University. FlexBucks are non-transferable. Any unused Garnet Bucks (including Garnet Bucks Promo) will roll over each semester until graduation or separation from the University. Garnet Bucks are non-transferrable and non-refundable.

## **Meal Exchange Dining Option**

The meal exchange dining option provides students an opportunity to add variety to their daily meals by exchanging one meal swipe per day for a meal up to a \$6.00 value at selected campus retail locations. If the total transaction is more than \$6.00, the remaining balance can be paid with another form of payment including FlexBucks, Garnet Bucks, cash, or credit card.

## **Guest Passes**

All Fall and Spring dining plans include three (3) guest passes per semester in addition to the total allotted meals that are already included in the dining plan. These three (3) guest passes may be used for a friend or family member in any all you care to eat dining venue. The dining plan holder whose name appears on the corresponding FSUCard must be present to redeem the guest pass. The dining plan holder should alert the cashier if they intend to use a guest pass swipe. One (1) guest pass per semester may be donated to the Student Food Bank (designation must occur at time of dining plan sign-up/purchase). Any unused guest passes at the end of each semester will be forfeited and will not roll over to the next semester.

## **Closures and Limited Services**

In the event of a national, state, regional, or university emergency, the University reserves the right to close dining venues and/or provide limited service. In addition, the University may close or relocate dining venues due to renovations or repairs.

## **Contract Acceptance**

By signing up for a dining plan (online or in-person), the student agrees to comply with the Contract's terms and conditions, and all other University rules and regulations governing the conduct of students which are now in effect and any that may be adopted and published by the University during the term of the student's contract. If the student is under 18 years of age, the contract is also an agreement between the University and the student's parent or guardian.

The University reserves the right to make changes to the Contract during the term of the contract with 30 days' notice.