

Fall 2023/Spring 2024 Residential Anytime Dining/Block Meal Plan Agreement Terms and Conditions

These terms and conditions govern the Anytime Dining Meal Plans and Block Meal Plans for Residential students. By participating, the dining membership payer and/or recipient agree to the following:

PAYMENT PROVISIONS

A. Anytime Dining Meal Plans will be charged to your Student GoldLink Account (tax free). The Dining Dollars component of the plan is taxed at the food service register.

B. Block Meal Plans are sold on behalf of Sodexo and are taxable at 9.5% TN sales tax. The charges will appear on your Student GoldLink Account. The Flex Dollars component of the plan is taxed at the food service register.

ANYTIME DINING AND BLOCK MEAL PLAN PROVISIONS

A. Your ETSU ID card serves as your dining card. It is required for all transactions and is limited to your use only - no exceptions. It is a violation of University policy to use/possess another person's ID. Violations will result in the ID card being confiscated and the violator subject to disciplinary action. If your ETSU ID card is lost or stolen, you must immediately report it to ID Services in the D.P. Culp Student Center, the ID Services website, or the Campus Police. ETSU Dining will not be held responsible for any unauthorized purchases. Failure to report a lost or stolen card may result in a loss of funds. You must apply for a new card at ID Services.

B. Anytime Dining plans beginning in the fall are a two-semester agreement, if enrolled for spring. Fall 2023 meal plans begin on Wednesday, August 23, 2023 at 11:00am in the Dining Hall and end on Friday, December 15, 2023 at 9:00pm. Spring meal plans begin on Friday, January 12, 2024 at 11:00am and end on May 3, 2024 at 9:00pm. Dining Plans that begin in the spring are a one semester commitment.

C. Anytime Dining and Block Meal Plans are non-transferable to others. Members may bring guests using their guest passes, Dining Dollars, Flex Dollars, ID Bucs, credit card or cash only. Unused guest passes do not roll over to spring.

D. Students with special dietary needs/food allergies/medical conditions that require an accommodation must register with the Office of Disability Services. Disability Services in consultation with Dining Services will determine if any accommodations are appropriate.

E. Meals can be provided for pick up (with conditions) in the event you are ill, by calling the Office of Disability Services at 423-439-4686 to make the appropriate arrangements.

F. The 5-Day Anytime Dining Plan begins at 7:00am on Monday and ends 9:59pm Friday. The 7-Day Anytime Dining plans begin at 7:00am on Monday and end at 9:59pm Sunday and the Anytime Limited 15 Dining Plan begins at 7:00am on Monday and end at 9:59pm Sunday.

G. The Block Meal Plans are a designated number of meals per semester that can be used in the Dining Hall or the Tree House take out during all operating hours. Each of the block plans include Flex Dollars to use at any on-campus retail dining location. The Anytime Limited 15 Dining Plan has 15 meals per week that can be used in the Dining Hall or the Tree House take-out during all operating hours.

H. If a student on any Anytime Dining Plans, except for the Anytime Limited 15 Dining Plan, enters the Dining Hall during a defined meal period, they will not have access to a carry out meal from the Tree House for two hours. If a student has swiped their card at the Tree House, such student's card shall be limited for use up to a 2 hour period after the swipe in either the Dining Hall or the Tree house. This policy does not apply to Block Meal Plans or Anytime Limited 15 Dining Plans.

I. ETSU Dining Services reserves the right to alter services or hours of operation. Notice will be given with modified schedules posted in all dining locations and online at [ETSU.sodexomyway.com](https://etsu.sodexomyway.com) and www.etsu.edu/housing.

J. Meals will not be available during school breaks (i.e. Thanksgiving, Winter Break and Spring Break); however, Dining Dollars, ID Bucs, Flex Dollars, credit or cash will be accepted at any retail dining locations that are open for the break. Hours of operation at all dining locations may be adjusted and services reduced during periods of inclement weather depending on severity of conditions.

K. Any unpaid balances may subject dining membership participants to "academic hold status," which may prevent registering, receiving transcripts and/or graduating.

DINING DOLLARS/FLEX DOLLARS

- A. Dining Dollars/Flex Dollars are separate from ID Bucs and can only be used at ETSU dining locations.
- B. Additional Dining & Flex Dollars can be purchased anytime throughout the semester. This is a separate charge and will be payable to ETSU.
- C. Dining Dollars/Flex Dollars are non-refundable and non-transferrable. Unused Dining Dollars/Flex Dollars will carry over from fall to spring, if the student is enrolled and has a meal/Block plan, but unused Block Plans, Dining, & Flex dollars and guest passes are forfeited at the end of the spring semester.

CANCELLATION AND CHANGE POLICY FOR ANYTIME MEAL PLANS

- A. Students may change their Anytime Dining Meal Plan to another Anytime Plan with no penalties before the second day of class by sending an email from your ETSU email account to housing@etsu.edu. The last day to change for fall is August 28, 2023 and for Spring is January 16, 2024. **Students required to purchase the 7-Day Silver Anytime Plan cannot change to the 5-Day Anytime Dining Meal Plan or a Block Plan, but may upgrade to a Gold or Platinum Plan.**
- B. For students who opted to purchase an Anytime Dining Plan, to cancel both fall and spring semesters, you must do so by sending an email from your ETSU email account to housing@etsu.edu by July 31, 2023. Students who purchased a plan for Spring 2024 only, may request to cancel by January 13, 2024.
- C. Cancelling this Agreement after July 31, 2023 for fall and spring or January 13, 2024 for spring only will require an appeal with the ETSU Housing and Dining Appeals Committee. You are fully obligated for your Anytime Plan Agreement, unless and until, you are released from the Housing and/or Dining Plan Agreement by the Office of Housing and Residence Life. Failure to utilize your Anytime Plan is not justification to cancel the plan. Students moving to Buccaneer Ridge Apartments during the agreement period may request to cancel the Anytime Dining Meal Plan. Students will receive Anytime Plan refunds according to the University Refund Policy.

CANCELLATION AND CHANGE POLICY FOR BLOCK PLANS SOLD BY SODEXO

- A. Block dining plans beginning in the fall are a two-semester agreement, if enrolled for spring. Students may request to change their Block Dining Plan to a different Block Plan or an Anytime Dining Plan for the fall and spring semesters with no penalties by sending an email from their ETSU email account to housing@etsu.edu by August 28, 2023 for fall semester and January 13, 2024 for spring. Students who purchased a plan for Spring 2024 only, may request to change by January 13, 2024.
- B. Students may request to cancel a Block Dining Plan for fall and spring semesters in writing by sending an email from their ETSU email account to housing@etsu.edu by July 31, 2023. Students who purchased a plan for Spring 2024 only, may request to cancel by January 13, 2024.
- C. Block Plans are sold on behalf of Sodexo and are non-cancellable, non-transferrable, and non-refundable after July 31, 2023 for fall and spring and January 13, 2024 for spring.