



## 2018-2019 Meal Plan Terms & Conditions

**CONTRACT DURATION:** The duration of all meal plans is both the fall and spring semester of any academic year. The charge for the meal plan you select will be posted to your student account once for the fall semester and **again** for the spring semester. **This agreement is for the FULL ACADEMIC YEAR, not just the fall semester.**

**ELIGIBILITY:** Any student at The University of Alabama may purchase a meal plan. However, only the customer named is entitled to services extended under the meal plan options; you may not transfer services to other customers.

**OUR PROMISE:** We agree to provide all-you-care-to-eat dining hall access at Lakeside Dining Hall, The Fresh Food Company, and Burke Dining Hall during all regular hours of operation. In addition, Julia's Market in Tutwiler Hall, Mary B's Market in Burke Hall, and Presidential Terrace located in the Robert E. Witt Student Activity Center at Presidential Village accept meal plans for designated grab and go selections. Please note that we strive to adhere to all hours of operation, however, due to remodeling, maintenance, inclement weather, and other unforeseen events, the hours of operation may change. All operational changes will be posted promptly. Please check the Bama Dining website ([bamadining.ua.edu](http://bamadining.ua.edu)), social media, and posted signs at dining locations for any operational changes.

The first meal served for the fall semester will be lunch on August 9, 2018. Our last meal for the fall semester will be served on December 14, 2018. Spring semester meal plan service will begin on January 5, 2019 and end on May 3, 2019. All Bama Dining facilities will be closed for Spring Break March 9th through 15th, 2019. Please check the Bama Dining [website](#) for all hours of operation.

**YOUR PROMISE:** Upon confirming your schedule with The University of Alabama, you agree to make payment on your student account balance according to billing instructions published by [Student Account Services](#). The charge for the meal plan you select will be posted to your student account once for the fall semester and **again** for the spring semester. Per the Payment/Confirmation Policy of Student Account Services, "Students will be notified via their crimson e-mail when to access their student account at myBama to review each billing period's activity and begin paying for that period. No paper bills will be mailed. Students should access their myBama account to view additional charges incurred during the course of the semester and to see due dates to prevent late payment charges from being applied." **This agreement is for the FULL ACADEMIC YEAR, not just the fall semester.** Billing dates for each semester may be found at the Student Account Services website. Your meal plan will be active within 24 business hours after confirming your schedule.

**FRESHMAN DINING PROGRAM:** The University of Alabama is committed to providing its students with a comprehensive educational experience. The University has determined that for most first-year students, campus dining has numerous educational, social, and dietary benefits. In recognition of the value of the living-learning experience, The University of Alabama requires first-year students to participate in the Freshman Dining Program. All first-year students will automatically be billed for an All Access plan for both fall **and** spring semesters. All first-year students enrolling in the spring will automatically be billed for an All Access plan for the spring only.

**CANCELLATIONS/DOWNGRADES:** First-year students are required to have a meal plan for their first academic year.

Downgrades and cancellations are not allowed, with the exception of:

- Cancellations are accepted for first-year students with evidence of an approved housing exemption. These requests must be sent to by email to [mealplans@bamadining.com](mailto:mealplans@bamadining.com) before September 1st.
- Fall and spring downgrades/cancellations are **ONLY** permitted for upperclassmen who are new meal plan members for the current term. No changes will be accepted after the second Friday of classes each semester.

If you withdraw from the University you may cancel your meal plan contract. A \$35 service charge will be assessed to your account. Refunds will be posted to your student account based on the proration of tuition schedule set by Student Account Services or the number of meals consumed, whichever is greater. This proration schedule is absolute and can be found [here](#).

**MEAL PLAN USE:** Meal plan members may use their meal plan multiple times per day; however, only one (1) meal may be redeemed at a time.

- If a meal plan member wants to redeem more than one meal at once, a guest meal or other funds must be used.
- Meal plan users have the option of eating their meal in the dining location or taking their meal to-go, but are not permitted to do both at the same time. One transaction per visit is allowed.
- All to-go meals must utilize the reusable to-go box program. If you would like to use your meal plan as a to-go option, you must first purchase a to-go box (\$5+tax) at one of the dining halls. Please bring your empty to-go container to the dining hall each time you wish to take your meal to go. When you return an empty container, you will receive a clean one for that meal. There is no limit to the number of containers you may purchase; however, only one box may be used per entry/meal swipe. No refunds will be given on the reusable to-go boxes.
- Meals to be consumed by anyone other than the meal plan member must be purchased with guest meals or other funds.
- All meal plans will expire on the last day of exams for the spring semester.
- Remaining meals will NOT rollover to summer or the following fall semester.
- See additional terms and conditions for VIP Meal Memberships, including the Essential Meal Plan, VIP meal plans and VIP drink plans.

**ALLOWED EXCEPTIONS:** First-year students who are required, as part of membership in a bona fide student organization, to have a meal plan with 10 or more meals per week, within the student organization, will have their meal plan downgraded to a 55 meal plan once UA Dining Services receives membership list from the organization.

- Greek Organizations are responsible for sending pledge lists to the Office of Fraternity and Sorority Life no later than September 30th for the fall semester and February 15th for the spring semester. Downgrades will be processed by the following week. **Students are responsible for reviewing their student account to verify downgrades. No downgrades will be made for members submitted after the dates above. NO EXCEPTIONS.**
- If you do not accept your bid or depledge from the organization, you are required to notify the Office of Fraternity and Sorority Life to reinstate your Freshman Dining Program/All Access meal plan.
- How we will credit the original All Access plan to your account:
  - If you are a first-year student at UA, you were automatically assigned an All Access meal plan. The All Access meal plan cost is \$1,901 per semester. When Dining Services receives the sorority bid list (provided by the Office of Fraternity and Sorority Life), all new first-year students with an active All Access meal plan are downgraded to the Greek 55 automatically. Any meal swipes used prior to the downgrade will be subtracted from the original 55 swipes.
  - Each student on the bid list will receive a credit for the All Access meal plan (-\$1,901) on their student account. This will result in a net charge on the student account of \$0.00 for the All Access meal plan. The Greek 55 meal plan charge will be applied to the student account in the amount of \$576.
  - The credit for the difference between the All Access meal plan and the Greek 55 meal plan will be applied to any outstanding balance due on the student account. If the student has no outstanding balance, the credit will be applied to the credit card that was last used on the student account up to the amount previously charged. If a credit card was not used to pay on the student account a direct deposit will be processed.
  - Please check your student account to verify the status of your account as no downgrades will be made after the set deadlines.
- Upperclassmen with voluntary meal plans are allowed to downgrade their current meal plan to the Greek 55 if their name is submitted by the deadline.
- Students are not permitted to cancel their meal plan.

### **GENERAL INFORMATION:**

- **All meal plans are sold as an annual contract.** You will be billed for the meal plan selected in fall and automatically billed for the same meal plan in spring on your student account.
- Rollover meals do not apply to cancelled or downgraded meal plans. Rollover meals only roll over from the fall to the spring semester.

- Any remaining meals at the end of the spring semester are forfeited and do not roll over to the summer semester or the following fall semester.
- Guest meals mean that you have the ability to use your meals for a guest a maximum of 10 times per semester. Guest meals will be deducted from your guest meal balance at the time of use.
  - Ten of your total meals will be allocated for guest meals. Any guest meals can be used as a guest or for the students themselves. Example, a student with a 55 meal plan block will show in the Action Card program as 45 Regular meals and 10 Guest meals.
- Upperclassmen may upgrade from one qualifying meal plan to another at any time during the semester without paying a service charge.

## **DINING ROOM POLICIES:**

- **Dining Hall Behavior:** The community nature of a university dining hall is unique. Unlike any other eating situation, elements of both a home atmosphere and a restaurant dining environment are present. Students must respect the rights of, and cooperate with, other diners in maintaining a clean and pleasant environment. We ask your cooperation in keeping the dining hall atmosphere one that everyone can enjoy.
- **Dining Hall Attire:** Casual, comfortable attire may be worn at all regular meals served in University dining facilities. However, students without shirts, shoes with soles, or wearing only bathing suits will not be admitted to the dining halls.
- **Second Helpings:** Unlimited seconds on all food items are available at each meal session in the Residential Dining Hall. Meal plan users have the option of eating their meal in the dining location or taking their meal to-go, but are not permitted to do both at the same time.
- **Misuse of your Action Card for Meals:** Per UA policy, the Action Card is non-transferable; it is a violation of the UA Student Code for a student to use another student's Action Card. Unauthorized use, tampering, or alteration may result in disciplinary action.
- **Lost Action Cards:** If your Action Card is lost or stolen, immediately contact the Action Card Office at 205-348-2288 during regular business hours and after hours or holidays, please call UAPD at 205-348-5454.
- **Service Animals:** See policy [here](#).

**SUGGESTIONS & ASSISTANCE:** Should you have any questions, please contact us at [mealplans@bamadining.com](mailto:mealplans@bamadining.com). For more specific information regarding dining plans, please see our website at [www.bamadining.ua.edu](http://www.bamadining.ua.edu).