

# Food Service

## Meal Plan Terms and Conditions

*\*Terms and conditions are subject to change.*

### Meal Plan Options

Food Services offers four *residential* meal plans (Signature, Gold, Silver, and Bronze) and one *commuter* meal plan. The Bronze plan is available only to campus apartment and townhouse tenants. The commuter plan is available only to non-tenant students.

### Account Activation

Meal Plan Agreement forms are available at the Housing Office or ID Center. To activate a meal plan account, complete and sign an Agreement form and turn it in at the ID Center. Allow at least three business days for a plan to be activated.

### Meal Plan Restrictions

- All students living in residence halls are required to purchase a Signature, Gold, or Silver meal plan each fall and spring semester of an academic year.
- Sophomores living in campus apartments or townhomes *are* required to purchase a *residential* meal plan.
- Apartment and townhome residents who are considered juniors or seniors, and commuter students, are *not* required to purchase a meal plan.
- Students who are required to purchase a meal plan must select one within the first 10 days of a semester. Those who don't will be auto-enrolled in the lowest-priced meal plan they may purchase.
- Students who purchase a *residential* meal plan must reside in on-campus student housing and maintain an on-campus residence for the full term of the meal contract.
- Commuter students may purchase only a *commuter* meal plan.

### Meal Plan Taxation

- Residential meal plan purchases are not subject to Illinois state sales tax.
- Commuter meal plan purchases are subject to Illinois state sales tax.

### Charges and Payments

- Each meal plan purchase for a semester is charged to the student's university account at the beginning of that semester.
- Failure to make scheduled payments to the university for meal plans may result in meal plan privileges being suspended, limited, or terminated.
- You cannot add value to a meal plan.

### Plan Changes

Students may change plans within the first ten days of a semester.

Students who do not change their plans in the spring semester are billed for the same plans they chose in the fall semester.

A residential meal plan purchaser may request to change to a different meal plan, subject to the following conditions:

- The purchaser must meet eligibility requirements for the plan to which they want to change.
- A resident may not change to a plan of lesser value in the same semester.
- Meal plan funds may not be converted to Campus Cash.

A residential student continuing in enrollment from the fall semester may request a change to a different residential meal plan for the spring semester.

To request a plan change, complete a Change Request form, available at the ID Center. Allow at least three business days for a plan to be changed.

### Value Rollover

Value remaining on any plan at the end of a fall semester is carried forward to the spring semester, as long as requirements are met, as follows:

- Students must be registered for the spring semester before the late registration period ends, as determined by the Registrar.
- Residential students must continue to reside in university housing for the spring semester.

- If a plan owner does not meet the applicable requirement(s), his or her meal plan account is cancelled, and any value remaining on that account is processed in accordance with the refund policies.

## Account Expiration

Meal plans expire at 5 pm on commencement day of the spring semester, as specified in the UIS Catalog. Value remaining on a meal plan is forfeited when the plan expires.

## Cancellation and Refunds

Cancellation and refunds of meal plans are subject to the following conditions:

- Refunds are not given for meal plans cancelled after the end of the tenth week of a fall or spring semester.
- Refunds are allowed only for students who meet one or more of the following criteria:
  - Have withdrawn from all classes at the university at Springfield
  - Provide documented medical evidence of circumstances that preclude the plan owner from using the meal plan
- Students who cancel their meal plan for a semester are not permitted to renew that plan or purchase another plan for that semester.

Refunds must be requested at the ID Center. Requests must be made in writing and include the reason for the request, as well as all appropriate supporting documentation.

Refunds requested before the tenth week of a fall or spring semester are calculated as the value remaining on the meal plan minus any fees.

- Refunds are credited to the student's university account.

## Lost or Stolen ID Cards

Students are responsible for reporting lost or stolen ID cards to the ID Center immediately.

To report a lost or stolen ID card, phone the ID Center at 217-206-7718. After ID Center hours, contact university police at 217-206-6690.

An ID card reported lost or stolen is permanently deactivated.

## Liability for Purchases

Cardholders must pay for all transactions made with their ID cards, except for unauthorized use. If your card is lost or stolen, you must notify the ID Center. Your liability for unauthorized purchases is as follows:

- If you notify the ID Center within two business days, you are liable for up to \$50 of unauthorized transactions.
- If you notify the ID Center within three to four business days, you are liable for up to \$250 of unauthorized transactions.
- If you notify the ID Center within five or more business days, you are liable for up to \$500 of unauthorized transactions.

The total amount of your liability is not to exceed \$500.

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### Springfield ID Center

1 University Plaza  
SAB 30  
Springfield, IL 62703-5407  
Phone: 217-206-7718  
Fax: 217-206-7711  
Email: idcenter@uis.edu