# College of Charleston

## Terms and Conditions for Meal Plans

**Revised January 2, 2016**

**Definition of Terms:** The College of Charleston offers a wide variety of meal plans to meet every lifestyle. Each meal plan includes guaranteed meals in designated on-campus locations which currently include: Liberty Fresh Food Co., City Bistro or Marty's Place. Dining Dollars may be combined with the plan for use in on-campus retail food facilities which currently include: Einstein Brothers Bagels, Chick-fil-A, Market 159, Starbucks in the Addlestone Library, Stern Center Food Court and P.O.D. Express located in the Education Center, Harbor Walk and Lowcountry Graduate Center. The student ID card (known as the Cougar Card) is currently used to transact both meal plans and Dining Dollars.

- **All Access plans** provide unlimited meals for the student and are non-transferable. Meals expire at the end of the semester.
- **Meals per Week plans** provide the student a specified number of meals per week. A week is defined as Saturday breakfast through Friday dinner. Any remaining meals at the end of the week will expire. Meals are non-transferable.
- **Meals per Term plans** (also referred to as Block plans) provide a specified number of meals per semester. All unused meals from any Meals per Term plan expire at the end of the semester in which they were purchased. Meals may be shared with a guest.
- **Dining Dollars** is a credited dollar amount allocated on the student ID card which can be used at any of the on-campus dining locations. Dining Dollars can be added to the student's account anytime during the semester via the eBill link on MyCharleston or the Cougar Card office. Dining Dollars roll over from semester to semester until the student graduates, withdraws or takes a formal leave of absence through the Office of Undergraduate Academic Services.

**Billing:** For students residing in campus housing, meal plans are billed by semester and assigned by academic year. The meal plan selected for an initial term is the default plan for the subsequent term. For non-residential students, meal plans are billed by semester and assigned by semester. The meal plan selection may be changed until 5:00 pm on the last day of drop/add each semester. Monday, August 29, 2016 is the deadline for the Fall 2016 semester. After the last day of drop/add, the meal plan remains in effect for the entire semester. Meal plans or Dining Dollars are an itemized charge on the student bill. Students or authorized users are responsible for reviewing meal plan charges applied to the student bill. After conclusion of the drop/add period, a meal plan may no longer be charged to the student bill. Payment must be received at the time of purchase in Cougar Card Services.

**Freshmen Living in Campus Housing:** First time entering freshmen (regardless of credit hours) living in campus housing during their first academic year are required to purchase a qualifying College of Charleston meal plan. Cancellations are not permitted unless the student's request has been approved by Cougar Card Services.

Freshman students residing in campus housing may choose from the following plans:
All Access Diamond + $300 Dining Dollars
All Access + $100 Dining Dollars
12 Meals per Week + $275 Dining Dollars

**Non-Freshman Living in Campus Housing and Students Living Off-Campus:** may select from the plans listed above, as well as:
160 Meals per Term + $200 Dining Dollars
120 Meals per Term + $200 Dining Dollars
80 Meals per Term + $125 Dining Dollars
40 Meals per Term + $150 Dining Dollars
Meal plan rates are subject to approval by the College of Charleston Board of Trustees. Rates are posted on the Dining Services website, http://charleston.campusdish.com/.

**Cancellation:** Meal plans may be changed to an alternate selection or cancelled until 5:00 p.m. on the last day of drop/add. Requests to change or cancel must be received in person or in writing by the Office of Cougar Card Services. Change forms are available on the Dining Services website.

A student will be released from the meal plan if a complete withdrawal, leave of absence or transfer to another institution is completed with the Office of Undergraduate Academic Services. Refunds of the meal plan fee are calculated net of usage to date and are subject to the refund policy and schedule of the College of Charleston for academic and general fees. This policy and schedule is found on the Treasurer's web page, http://treasurer.cofc.edu/tuition-and-fees/refund-policy.php.

A student will be released from the meal plan if he or she is academically ineligible to return.

A student will be released from the meal plan for Study Abroad, National Exchange or full time internship.

Cancellation of the housing contract or removal from campus housing does not automatically cancel meal plan enrollment. If the student no longer wishes to participate in the meal plan, the student must make a written inquiry with Cougar Card Services. Approved refunds will be pro-rated based on housing contract termination date.

**Receipts and Statements:** If the point of sale terminal is equipped to provide receipts, the cardholder will either receive a receipt as a matter of course or upon request. Meal plan and Dining Dollars balances may be checked at the time of usage. Activity statements for board meals and Dining Dollars listing all transactions will be generated upon request at Cougar Card Services. A mini statement with current Dining Dollars balance and 60 days for transaction history is available to the student via MyCharleston.

**Refunds of Unused Funds:** Refunds of unused Dining Dollars will be issued to students who are graduating or have been granted a leave of absence or withdrawal by Undergraduate Academic Services. Cougar Card Services will refund the account balance only after receipt of a written request. No refunds will be issued for account balances less than $10. If the student has a direct deposit account on file with the College, the refund will credit directly to that account; otherwise, the College of Charleston will mail a check in the amount of the remaining balance to the cardholder at the permanent address on record with the College. The Cougar Card Office reserves the right to close any account that is inactive for eighteen months or more. Unused meals remaining at the end of the term will expire and are not eligible for refund.

**Terms of Service:** Dining Services suspends service for the following College breaks: Thanksgiving, Winter Holiday, Spring Break and Graduation. Meal plans are not accepted during these times; however, College restaurants may be open for business during these breaks. These locations will gladly accept cash, Cougar

Cash, Dining Dollars and credit card transactions. Holiday schedules are posted on the Dining Services website and at each dining location.