

Fall 2026/Spring 2027 Residential All-Access Dining/Block Meal Plan Agreement Terms and Conditions

These terms and conditions govern the All-Access 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. All-Access 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.

ALL-ACCESS DINING AND BLOCK MEAL PLAN PROVISIONS

- A. Your Buc ID 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 Buc ID. Violations will result in the Buc ID being temporarily deactivated and the violator subject to disciplinary action. If your BUC ID 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 Buc ID may result in a loss of funds.
 - B. All-Access Dining plans beginning in the fall are a two-semester agreement, if enrolled for spring. Fall 2026 meal plans begin on Wednesday, August 19, 2026 at 11:00am in the Dining Hall and end on Friday, December 11, 2026 at 9:00pm. Spring meal plans begin on Friday, January 15, 2027 at 11:00am and end on Friday, May 7, 2027 at 9:00pm. Dining Plans that begin in the spring are a one semester commitment.
 - C. All-Access 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 the spring semester.
 - 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 All-Access Dining plans begin 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 during all operating hours or designated meal Exchange location during specified operating hours. Each of the block plans include Flex Dollars to use at any on-campus retail dining location.
- The All-Access Blue Dining Plan has 15 meals per week that can be used in the Dining Hall seven days a week during all operating hours and allows up to 3 Retail Meal Exchanges per week at designated retail locations during specified operating hours.
- H. If a student on any All-Access Dining Plans, and the All-Access Blue (15 Weekly) Dining Plan, enters the Dining Hall during a defined meal period, they will not have access to the designated meal exchange location for two hours. If a student has tapped their Buc ID at the designated meal exchange location, such student's Buc ID shall be limited for use up to a 2-hour period after the use in either the Dining Hall or designated meal exchange location. This policy does not apply to Block Meal 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.

L. Unused Block Plan meals do not roll over from fall to spring semester. Block Plan meals will reset for spring, while unused Flex Dollars roll over.

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 the fall semester to the spring semester, 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. Guest passes do not roll over from the fall semester to the spring semester.

CANCELLATION AND CHANGE POLICY FOR ALL-ACCESS MEAL PLANS

A. Students may change their All-Access Dining Meal Plan to another All-Access Plan with no penalties before the second day of class by adjusting their selection on the appropriate page within their ETSU Housing Portal. The last day to change for fall is August 24, 2026 and for spring is January 19, 2027. **Students required to purchase the All-Access Silver Plan cannot change to a Block Plan, but may change to the All-Access Blue Plan if they live in returning resident communities (Centennial, Luntsford, Davis). Anyone may upgrade to an All-Access Gold Plan.**

B. For students who opted to purchase an All-Access Dining Plan, to cancel both fall and spring semesters, you must do so by notifying ETSU Housing via email at housing@etsu.edu or within your Housing Portal by the plan start date, August 19, 2026. Students who purchased a plan for Spring 2027 only, may request to cancel by the plan start date, January 15, 2027.

C. Cancelling this Agreement after August 19, 2026 for fall and spring or January 15, 2027 for spring only will require an appeal with the ETSU Housing and Dining Appeals Committee. You are fully obligated for your All-Access Plan Agreement, unless and until, you are released from the Housing and/or Dining Plan Agreement by the Department of Housing and Residence Life. Failure to utilize your meal plan is not a justification to cancel the plan. Students moving to Buccaneer Ridge Apartments during the agreement period may request to cancel the All-Access Dining Meal Plan. Students will receive All-Access 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 change their Block Plan to another Block Plan or an All-Access Plan with no penalties before the second day of class by adjusting their selection on the appropriate page within their ETSU Housing Portal. The last day to change for fall is August 24, 2026 and for Spring is January 19, 2027. Students who purchased a plan for Spring 2026 only, may request to change by January 19, 2027.

B. For students who opted to purchase a Block Plan, to cancel both fall and spring semesters, you must do so by notifying ETSU Housing via email at housing@etsu.edu or within your Housing Portal by the plan start date, August 19, 2026. Students who purchased a plan for Spring 2027 only, may request to cancel by the plan start date, January 15, 2027.

C. Block Plans are sold on behalf of Sodexo and are non-cancellable, non-transferrable, and non-refundable after August 19, 2026 for fall and spring plans and January 15, 2027 for spring-only plans.