

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

## **PAYMENT PROVISIONS**

- A. Anytime Dining 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. Student Block 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.

## **DINING PLAN/BLOCK 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. If your ETSU ID card is lost or stolen, you must immediately report it to ID Services in the D.P. Culp University 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 also apply for a new card at ID Services.
- B. Anytime dining plans beginning in the fall is a two-semester agreement. Fall 2016 meal plans begin on Friday, August 19, 2016 at 11:00am in the Marketplace. Spring meal plans begin on Saturday, January 14, 2017 at 10:30am for normal hours of operation and end of May 4, 2017. Dining Plans that begin in the spring are a one semester commitment.
- C. Meals are not transferable to others. Members may bring guests using their guest passes, Dining Dollars, Flex Dollars, ID Bucs, credit card or cash only.
- D. Students with special dietary needs or food allergies are to meet directly with Dining Services staff to discuss and prepare a plan for accommodation.
- E. Meals can be provided for pick up in the event you are ill, by calling the dining office at 423-439-4389.
- F. The 5-Day Anytime Dining plan begins at 7am on Monday and ends 12am Friday. The 7-Day Anytime Dining plans begin at 7am on Monday and ends 12am Sunday.
- G. The Student Block Plans are a designated number of meals per semester that can be used in the Market Place or the Tree House take out during all operating hours. Each of the block plans include \$200 Flex Dollars to use at any on-campus retail location.
- H. If a student has entered The Market Place during a defined meal period, they will not have access to a carry out meal during that meal period from the Tree House. 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 Market Place or the Tree house.
- 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](http://ETSU.sodexomyway.com) and [www.etsu.edu/housing](http://www.etsu.edu/housing).
- J. Meals will not be available during school breaks (i.e. 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.
- 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 may be used at all ETSU retail dining locations.
- B. Additional Dining 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. Unused Dining Dollars/Flex Dollars will carry over from fall to spring, if the student is enrolled for the spring, but unused dollars are forfeited at the end of the spring semester.
- D. Dining Dollars/Flex Dollars are separate from ID Bucs and can only be used at ETSU dining locations.

### **CANCELLATION AND CHANGE POLICY FOR ANYTIME PLANS**

- A. Student may change their Anytime plan to another Anytime Plan with no penalties before the second day of class. The last day to change for fall is September 2, 2016 and for Spring is January 17, 2017. First year students required to purchase an Anytime plan cannot change to the 5-Day Anytime Dining Meal Plan.
- B. For students who opted to purchase an Anytime Plan, to cancel both fall and spring semesters, you must do so by sending an email from your ETSU email account by July 31, 2016 to [housing@etsu.edu](mailto:housing@etsu.edu). Cancelling of an Anytime Plan Agreement after July 31, 2016 will require an appeal with the ETSU Housing and Dining Appeals Committee. If you are an incoming student in spring and wish to cancel your spring Anytime Plan Agreement you must do so in writing before the first day of spring semester classes.
- C. 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 will receive Anytime Plan refunds according to the University Refund Policy.
- D. For students who are required to purchase an Anytime Plan, but going through the appeals process: The form and directions for submitting an appeal can be found at <http://www.etsu.edu/students/housing>. Students will be required to provide all necessary documentation and consult with Dining Services as to accommodations.

### **CANCELLATION AND CHANGE POLICY FOR BLOCK PLANS SOLD BY SODEXO**

- A. Students may request to cancel a Student Block Plan Agreement in writing before the first day of spring semester classes, January 17, 2017.
- B. Block Plans sold on behalf of Sodexo are non-cancellable and non-refundable on or after the first day of classes for the term.