

NORTHERN ARIZONA UNIVERSITY CAMPUS DINING POLICIES AND PROCEDURES

ACADEMIC YEAR 2024-2025

1. Conditions of Contract

- a. The student, by signing the Meal Plan contract (explicit contract acceptance) or making payment(s), payment arrangements and/or using the Meal Plan (implied contract acceptance), is agreeing to be bound by these terms and conditions. The student is responsible for the full term of the annual contract.
- b. A student excused from the contract under the following conditions is eligible for a pro-rated refund of the unused portion of their Meal Plan and unused Dining Dollars.
 - i. The student withdraws from the University.
 - ii. The student is leaving the University as required by an academic program (e.g., student teaching, study abroad, internship, etc.)
- c. It is the sole responsibility of the student to contact NAU Campus Dining upon withdrawal from the University. Any refunds will be pro-rated based on the latter of the official date of withdrawal or last use of meal plan. A \$10.00 processing fee is assessed on all refunds.
- d. Meal Plans cannot be converted to all Dining Dollars.
- e. Meal Plan changes must be made by September 6, 2024 for the fall semester and by January 24, 2025 for the spring semester.
- f. The University will assist NAU Campus Dining in the collection of unpaid payments or returned checks through the process of academic holds.

2. JacksCard

- a. Meal Plans and Dining Dollars are accessed with the JacksCard, and are subject to all of the policies and procedures of the JacksCard Office.
- b. Students are responsible for their JacksCard, and all charges made to their account. If a card is lost or stolen, it must be immediately reported to the JacksCard Office at (928) 523-1905. All transactions, including Meal Plan and Dining Dollar purchases, made on a missing JacksCard not reported as lost or stolen are the responsibility of the student owning the card.
- c. The JacksCard is the property of Northern Arizona University and is not transferable. Unauthorized use of your JacksCard, use by a party other than the person identified on the card, and tampering with or altering the card, warrant confiscation and possible disciplinary action by the University.

3. Meal Plans

- a. Weekly Meal Plans offer a specified number of meals (10, 14 or 19) each week, which reset on Sunday morning at 3:00 am. Unused meals expire when the plan resets, but a limited number of unused meals may carry over to the following week. The number of unused meals carried over in any given week will be limited to a maximum of 3 for the 19 meal per week plan, 2 for the 14 meal per week plan and 1 for the 10 meal per week plan.
- b. Weekly Meal Plan meals may be used at either all-you-care-to-eat dining hall, or for any posted "Transfer Special" in retail outlets. Meal Plan meals do not have an associated cash value. All-you-care-to-eat meals from residential dining may not be taken "to go", unless specifically authorized. If a student is ill, the Campus Living Assistant or Hall Director may contact a Campus Dining manager to make special arrangements for the meal to be picked up on the student's behalf.
- c. Weekly Meal Plans are restricted to three (3) meals per meal period.
- d. Platinum Meal Plans allow the holder to choose from a much broader selection of transfer options at retail dining locations.
- e. The "Unlimited" Plan allows the meal plan holder to eat at the Hot Spot and The DüB Dining District (all-you-care-to-eat dining halls) as often as they want, during operating hours. Additionally, this plan provides ten (10) guest meal opportunities each semester which the holder may use to bring friends or family members with them when dining. The Unlimited Plan is not transferrable. To prevent fraudulent use of the Unlimited Plan, the plan will not allow re-entry to the dining hall within fifteen minutes of a previous entry – students may check with the cashier if circumstances arise that require re-entry for the meal plan holder within this time period.
- f. Blended Plans offer a combination of weekly meals (5 or 7) and block meals (80 or 110). Weekly meals reset on Sunday morning at 3 a.m. Unused meals do not carry over. The included block of meals can be used anytime throughout the semester, but do not carry over to the next semester.
- g. There are 224.5 days of service per academic year. Plans are pro-rated certain weeks based on the NAU academic calendar. These breaks are factored into the price of the Meal Plans. Meal Plans do not include meals during Spring Break and Winter Break although Dining Dollars will be available for use. Please refer to the website (nau.edu/dining/meal-plans/) for Campus Dining service days calendar.
- h. All meals expire on the last day of the academic year.

4. Dining Dollars

- a. Dining Dollars are accepted at all NAU Campus Dining locations.
- b. Dining Dollars included with any Meal Plan will be disbursed once the Dining Dollar portion of the meal plan has been paid in full (usually included in first meal plan payment). Dining Dollar balances carry over from the fall semester to the spring semester.
- c. All student Dining Dollars expire at the end of the spring semester, and must be used on or before the last day of the spring semester. Unused balances are forfeited.
- d. Students are responsible for monitoring their own account balances and for all purchases made with Dining Dollars.
- e. All deposits to and transactions on Dining Dollar accounts are final.

5. Meal Plan Payments

- a. All charges for Meal Plans will be posted to the student's NAU account, and payments are made to the Student and Departmental Account Services Office.
- b. Weekly Meal Plans may be paid in full or in six installments: Fall Meal Plan payment due dates are August 19, 2024, September 15, 2024, and October 15, 2024. Spring Meal Plan payment due dates are January 6, 2025, February 15, 2025, and March 15, 2025.
- c. Block Meal Plans are posted as a single charge each semester and are due August 19, 2024 for the fall semester and January 6, 2025 for the spring semester. If other payment arrangements are necessary, contact the Meal Plan Office at (928) 523-2372.
- d. Additional Dining Dollars may be purchased through the Meal Plan Office with cash, check, or major credit card.
- e. The Meal Plan Office is not an extension of the Student and Departmental Account Services Office, and is unable to take payments against any charges on student accounts.
- f. A financial aid recipient's full semester meal plan payment will be automatically deducted upon disbursement if there is sufficient financial aid to cover tuition, residence hall rent and meal plan. The availability of financial aid, however, does not relieve the student of the financial responsibility for all sums due under an NAU Campus Dining contract.
- g. NAU Campus Dining charges a \$25.00 fee for any returned checks.
- h. It is the sole responsibility of the student to ensure payments due on the contract are made to the Student and Departmental Account Services' Office. If a student fails to make scheduled payments, or to make alternate payment arrangements, NAU Campus Dining reserves the right to suspend or restrict the student's Meal Plan and/or Dining Dollars until payment or acceptable payment arrangements have been made. Suspension of a Meal Plan does not relieve the student of their responsibility or liability for the entire term of the contract.

6. Contract Period

- a. The contract period is for a full academic year. Students are financially obligated for the entire contract amount unless the student is excused from the plan in accordance with 1b.