

Campus Dining Meal Plan Information and FAQs

What is a meal plan?

We offer three types of meal plans for freshman living on campus. All plans come with two primary components – **Meals and Dining Dollars**

- The **Unlimited plan** offers unlimited meals in the Hot Spot or The DüB, with Dining Dollars that can be used at any dining location on campus.
- The **most popular** type of plans, though are the **Weekly meal plans** - offering a certain number of meals (**10, 14, or 19**) every week that can be used at almost all dining locations on campus. The meals for these plans reset weekly every Sunday morning around 3am.
- **Blended Plans** provide either **5 or 7 guaranteed meals** each week plus a **block of meals** which are available once the weekly meals are used.
- **New this year**, The **Commuter Trio Meal Plan**. This plan includes **Campus Dining Meals, Dining Dollars**, and weekly **Hello Fresh** deliveries, specifically designed for NAU students living off-campus.

Why should I have a meal plan?

Having a meal plan means you'll always have **access to fresh, healthy food** on campus with **no worry** or fuss - you never have to worry about carrying cash. Northern Arizona University's dining program is recognized as **one of the best in the nation**. With **more than 20 dining locations** on campus, the meal plan provides unparalleled flexibility and access to incredibly diverse menus. Ease and convenience is taken to the next level with **mobile ordering and robot delivery** through the Starship app. NAU requires all **freshmen living on campus** to choose from the **Unlimited, Weekly or Blended meal plans**.

What is the difference between the Unlimited plan and the Weekly plans?

- The **Unlimited plan** offers unlimited meals within our resident dining locations, the Hot Spot and The DüB. These two locations are "all-you-care-to-eat" dining options.
- The **Weekly plans** offer the flexibility to use your meals in both the resident dining locations as well as most of the retail locations across campus with the use of **Transfer Specials**.

What is a Blended Meal plan?

These plans are a mix of the weekly and block meal plans. They provide either five or seven new meals each week in addition to a larger block of meals that are available at any time. First-year resident students may choose a Blended Meal plan, but traditional block meal plans are not available to first year students living on campus.

What is the NEW Commuter Trio meal plan?

The Commuter Trio meal plan is an exciting addition to meal plan options created exclusively NAU students residing off campus that combines the convenience of Campus Dining meals and Dining Dollars with weekly Hello Fresh deliveries providing you with the opportunity to explore your own culinary creativity. In addition to 5 NAU Campus Dining meals each week and \$300 Dining Dollars to spend throughout the semester, the plan includes **12 weeks of Hello Fresh deliveries**, each with 2 different recipes, customized to your individual preferences. Each recipe comes complete with fresh ingredients for two servings, that's four servings in each box!

What is a Block plan?

Block plans are another type of meal plan that is offered to upperclassmen and commuter students. Block plans work the same way as the traditional weekly plans but instead of meals by the week, Block plans distribute a certain number of meals for the entire semester.

What does “all-you-care-to-eat” consist of?

We offer “all-you-care-to-eat” dining in our two large resident dining locations or “dining halls” on campus. They each feature **several different restaurant-style service platforms** where you can choose anything from international cuisine, to BBQ and fresh-smoked meats, deli, pasta, or purely plant-based foods. Just one meal swipe allows you **access to foods from all of the platforms**, you can stay as long as you want and eat as much as you want.

What are Transfer Specials?

The majority of our retail dining locations feature “**Transfer Specials**” that allow you to use a meal swipe to pay for a combination of retail offerings, similar to a “**combo meal**”. Each location has different menu options listed, you can also view them on the Campus Dining website or NAUgo. Transfer Specials can be used for meals on “**Weekly**” plans and “**Block**” plans, but they are **NOT** available with the **Unlimited plan**.

What are Dining Dollars?

Dining Dollars are included with every meal plan, as a supplement to your meals. They provide a **tax-free declining balance spending account** attached to your meal plan that you use just like a debit card.

When can I access my Dining Dollars?

Dining Dollars are disbursed at the beginning of each semester once your meal plan payment is received. Remaining Dining Dollar balances will carry over from the fall to the spring semester, but they must be used by the **last day of the spring semester** at which time they do **expire**.

Why are Dining Dollars better than cash?

Dining Dollars afford you **discounts** in some locations and **save you over 10% in sales tax** on all purchases.

Where can I use Dining Dollars?

Dining Dollars can be used at all Campus Dining locations, including campus markets and 1899.

What if I run out of Dining Dollars?

Easily **add more Dining Dollars** to your Jacks Card online through the **Jacks Card** website or in the **NAUgo** app. You can also add dining dollars in person at the **Campus Dining Meal Plan Office** across from the **Jacks Card office** in the University Union.

Where can I use my meal plan?

There are **about 25 locations across campus** where you can use weekly and block meals. The **best value** to use your meals is in the **Hot Spot and The DüB**. If you have one of the Weekly plans, you can also use your meals at the majority of retail locations across campus with the use of a Transfer Special. Go to nau.edu/dining for a list of all the locations or check them out on the NAUgo app.

If I use up all my weekly meals before the weekends, what are my options?

If you do happen to use up all your meals in your Weekly plan before Sunday, you can **use your Dining Dollars** to get into one of the resident dining locations or use them for any combination of offerings at any of our retail locations on campus. These locations **also accept cash, credit and debit**.

What if I don't use all my meals for the week?

Weekly plans offer a **limited number of rollover meals**. The **10 MPW** plan allows for up to **one unused meal** to be carried over to the next week. The **14 MPW** plan allows for up to **two remaining meals** to be carried over and the **19 MPW** plan allows for up to **three meals** to be carried over to the next week.

When and how can I change my meal plan?

You can change your plan via your student LOUIE account anytime over the summer. Once the semester starts, you have the **first 2 weeks** to test out the plan and see if it will work for you. If you need to change it during these 2 weeks, stop by the **Meal Plan Office in the University Union** and we'll be happy to assist you. Changes or cancellations are not allowed beyond the first two weeks of the semester.

Where on campus can I find vegan/vegetarian options?

There are vegan and vegetarian menu items available at virtually all dining locations across campus. The new **Lemon Grass Plant Forward Kitchen** features a variety of plant-based proteins daily. But, the **best variety of plant-based menus** can be found in the **Hot Spot and The DüB**. Both of these locations offer a variety of both vegan and vegetarian dishes every day, with the **ability to customize** to your liking. There are icons on menus which denote if an item is **vegetarian or vegan**, these can also be found in the **NAUGo** app, and a **Plant-Based Guide to dining on campus** is available online at nau.edu/dining.

What if I have special dietary needs?

We have a robust program around **food allergies and special dietary needs**. The **Hot Spot and The DüB** both feature a platform called **Simple Servings** which menus only “**allergy-friendly**” recipes that exclude ingredients with milk, eggs, wheat, soy beans, shellfish, peanuts, tree nuts, or gluten (fin fish is sometimes served). Food allergens are also **identified on menus** and in the **NAUGo app** so you can plan your meals if you are looking to avoid specific types of foods. We also offer **dining tours with our registered dietitian** to help you navigate your choices.

Who can sign up for the NEW Commuter Trio meal plan?

NAU students who are living off campus are eligible to sign up for this meal plan. Students who reside on campus (which includes American Campus Communities properties located on campus) are not eligible for this plan.

What does the Hello Fresh voucher include?

The voucher provides 12 weeks of Hello Fresh deliveries, each with 2 different recipes, customized to your individual preferences. Each recipe comes complete with fresh ingredients for two servings, for a total of four servings in each box.

Can I customize my Hello Fresh plan?

Yes, you can customize your recipes based on your individual preferences and you are even able to select specific Hello Fresh recipes if you want.

Is the meal plan refundable?

No, the Commuter Trio meal plan is not refundable. The meals and dining dollars portion of the plan are subject to the standard terms and conditions for all NAU Campus Dining meal plans. In case of cancellation of the meal plan, the Hello Fresh portion cannot be canceled, nor pro-rated.

What if I want to pause the Hello Fresh portion of my plan?

Hello Fresh allows you to pause your plan if you would like to take a break from, or delay your deliveries. Your Hello Fresh plan does not expire and it can be maintained from anywhere.

How do I pay for my Commuter Trio meal plan, & how much does it cost?

Your NAU student account will be charged for the full meal plan (which includes the Hello Fresh program). The cost of the full meal plan is \$2030. Payments are made to the Student and Departmental Account Services offices.