

NAU Campus Dining Policies and Procedures

Academic Year 2009-2010

The student by entering into the Campus Dining contract agrees to be bound by the following policies and procedures. The student is responsible for the full term of the contract (academic or semester).

1. Conditions of Contract

- a. 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.)
- b. It is the sole responsibility of the student to contact NAU Campus Dining upon withdrawal from the University. Any refunds due to the student will be calculated from the date of official withdrawal from the University. A \$10.00 processing fee is assessed on all refunds.
- c. Meal Plans cannot be converted to all Dining Dollars.
- d. Meal Plan changes must be made by September 11, 2009 for the fall semester and by January 29, 2010 for the spring semester.
- e. The University will assist NAU Campus Dining in the collection of unpaid payments or returned checks through the process of academic holds.

2. NAUCard

- a. Meal Plans and Dining Dollars are accessed with the NAUCard, and are subject to all of the policies and procedures of the NAUCard Office.
- b. Students are responsible for their NAUCard, and all charges made to their accounts. If a card is lost or stolen, it must be immediately reported to the NAUCard Office at 523-1906. All transactions, including Meal Plan and Dining Dollar purchases, made on a missing NAUCard not reported as lost or stolen are the responsibility of the student owning the card.
- c. The NAUCard is the property of Northern Arizona University and is not transferable. Unauthorized use of your NAUCard, 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. Meal Plan options and pricing for the 2009-2010 school year (second year guarantee is only available to 2008-2009 meal plan holders):

<u>Academic Year Meal Plans</u>	<u>Pricing 2009-2010</u>
19 meals per week and \$100 Dining Dollars 2 nd year guarantee	\$3,454.00 (Academic Year) \$3184 (Academic Year)
14 meals per week and \$150 Dining Dollars 2 nd year guarantee	\$3,398.00 (Academic Year) \$3132 (Academic Year)
10 meals per week and \$500 Dining Dollars 2 nd year guarantee	\$3,257.00 (Academic Year) \$3002 (Academic Year)
Platinum 14 and \$150 Dining Dollars	\$3,425.00 (Academic Year)
 <u>Semester Meal Plans (single semester only)</u>	
19 meals per week and \$50 Dining Dollars 2 nd year guarantee	\$1,727.00 (Semester) \$1592 (Semester)
14 meals per week and \$75 Dining Dollars 2 nd year guarantee	\$1,699.00 (Semester) \$1566 (Semester)
10 meals per week and \$250 Dining Dollars 2 nd year guarantee	\$1,628.50 (Semester) \$1501 (Semester)
Platinum 14 and \$75 Dining Dollars	\$1,712.50 (Semester)
 <u>Semester Block Plans</u>	
150 meals per semester and \$165 Dining Dollars 2 nd year guarantee	\$1,388.00 (Per Semester) \$1280 (Per Semester)
100 meals per semester and \$315 Dining Dollars 2 nd year guarantee	\$1,167.00 (Per Semester) \$1075 (Per Semester)

- b. Meal Plans offer a specified number of meals (10, 14 or 19) each week, which reset on Saturday night at midnight of each week. Unused meals expire when the plan resets.
- c. Meal Plans are pro-rated according to the NAU academic calendar. Meal Plans are not available during Spring Break, Winter Break and Summer Sessions, although Dining Dollars will be available for use. These breaks are factored into the price of the Meal Plans. Please refer to the website (nau.edu/dining) for Campus Dining schedule and hours of operation.
- d. Semester Block Plan meals expire on the last day of each contracted semester.
- e. 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 for an ill student. If a student is ill, the Resident Assistant or Residence Hall Director may contact a Campus Dining manager to make special arrangements for the meal to be picked up on the student's behalf.
- f. Meal Plans are restricted to three (3) meals per meal period.

4. Dining Dollars

- a. Dining Dollars are accepted at all NAU Campus Dining locations.
- b. Fifty percent of the Dining Dollars included with any academic year Meal Plan will be disbursed at the beginning of the fall semester. The remaining 50% will be disbursed at the beginning of the spring semester. Dining Dollars do not expire at the end of the fall 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. Academic year Meal Plans may be paid in full or in monthly installments: Fall Meal Plan payment due dates are August 1, 2009, September 1, 2009, October 1, 2009 and November 1, 2009. Spring Meal Plan payment due dates are December 15, 2009, January 15, 2010, February 15, 2010 and March 15, 2010.
- b. Block and Semester Meal Plans will be posted as a single charge to the student's account due upon contract initiation, unless other arrangements have been made with NAU Campus Dining.
- c. All charges for Meal Plans will be posted to the student's NAU account, and payments made to the Bursars' Office.
- d. Dining Dollar plans may be purchased at the Meal Planning Office with cash, check, Visa or MasterCard.
- e. The Meal Planning Office is not an extension of the Bursars' Office, and is unable to take payments against any charges on student accounts.
- f. Students receiving sufficient financial aid to cover tuition, residence hall rent and Meal Plans may delay full payment until financial aid disburses at the beginning of the semester. A first time on-campus freshmen financial aid recipient's full semester Meal Plan payment will be automatically deducted upon disbursement. The availability of financial aid, however, does not relieve the student of the financial responsibility for all sums due under a 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 Bursars' 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 (both fall and spring semesters), unless a semester plan has been specifically selected. Students are financially obligated for the entire contract amount unless the student is excused from the plan in accordance with 1b.

