Biola University Food Service Terms and Conditions: Fall 2014 and Spring 2015

Biola Student:

The e-signature during web-registration acknowledges that the student is bound by all provisions of this contract, whether or not the student uses the meal plan. The student is responsible for the meal plan that is signed up for online. All minor students must have the signature of their parent or guardian.

Academic Year/Contract Year

For the purposes of Housing the 2014-2015 Academic Year, which is also the Contract Year, begins on Fall Opening Day, Friday, August 22, 2014 and runs through the day of Spring Commencement, Friday, May 22, 2015, excluding Christmas Break (Saturday, December 20, 2014 through Saturday, January 3, 2015). Summer Housing (May 23 – August 20, 2015) is contracted separately.

For the purposes of Food Service, the Contract Year includes the Fall (August 22 – December 19, 2014) and Spring (January 21 – May 22, 2015) semesters. Interterm (January 5-19, 2015) and Summer (May 26 – August 21, 2015) are contracted separately. Even though the housing/dining contract is for one year, you pay for each semester separately.

I. DURATION

The student agrees that the duration of this contract is for the entire academic year (or remaining portion thereof at the time of signature), as defined by the University, excluding interterm and summer sessions. Fall semester = August 22 (new students only), August 23 for all students– December 19, 2014; Interterm = January 5 – 20, 2015; Spring semester = January 21 – May 22, 2015; Summer = May 26 – August 21, 2014.

Meals are not served the following dates: November 26-29, 2014, meals resume on Sunday, Nov 30, 2014; December 20, 2014– January 4, 2015; April 3, –11, 2015, meals resume on Sunday, April 12, 2015. Either the Talon and/or Eagles’ Nest will be open for shortened hours April 6-10, 2015.

The meal plan from Spring does not carry over to the next fall semester. Unused meals from any meal plan end at the end of each semester. You must select a meal plan on my.biola.edu/myhousing/dining. If you do not select a meal plan by the time enrollment begins, you will be assigned a 20 flex, which you may change to the plan you desire. The meal plan contract the student signs up for in the fall applies to the fall and spring semesters. The student will be assigned the same meal plan for spring semester s/he had for fall, unless s/he informs Auxiliary Services before spring semester begins and changes it. The student may increase or decrease their meal plan from the time they sign up for fall until September 5, 2014, and for the spring semester through February 6, 2015. Meal plans can only be increased after these deadlines. The meal plan week is Sunday – Saturday.

II. TERMS OF PAYMENT

A. MEAL PLAN RATES Meal plan charges shall be reflected on the student’s Biola account for each semester and shall be payable in accordance with University student billing policy. If you are in the enrollment process and are working with accounting or financial aid to adjust your bill and want to lower your meal plan, it must be done on my.biola.edu/myhousing. Telling the counselor that you want a lower meal plan does not change your meal plan. It must be done in myhousing or by calling or emailing Auxiliary Services, 562-944-0351, ext, 5810 or Carolyn.white@biola.edu.

B. How to Pay
Meal plans are paid for at the same time as tuition. Plan A you can pay 100% by August 15 for fall and January 15 for spring. Plan B, you can make 2 payments of 50% each. Plan C, you can make 4 payments of 25% each.

A 50% down payment is required to complete enrollment for the semester. This 50% includes tuition, class fees, room, meals, parking permits and health insurance, less authorized financial aid.

To be considered enrolled, requires online steps completed plus 50% down payment and a payment plan, or online steps completed and 100% payment.

Your ID card will not work at Biola for any reason until you have completed the enrollment process.

Adjustments:

Any adjustments (i.e., additional purchase of student dollars, cancellation of the meal plan, etc.) made to a student's meal plan may be viewed via the online student account details. Adjustments made after the 15th of the month will be reflected on the next month's billing. All questions regarding meal plan changes, meal plan billing, etc. need to be addressed to the Auxiliary Operations Manager, in Auxiliary Services, 562.944.0351, ext 5810 or email, Carolyn.white@biola.edu.

C. MEAL PLAN SIGNUP PROCEDURE

All students living in the dorms are required to have a minimum of 10 meals per week. There are times when students may sign up for a dining plan before their housing assignment has been put on their record. During that time all students can sign up for any meal plan, even the commuter plan. If a student signs up for a commuter plan (5 flex or 40 block) and then is given a housing assignment, Auxiliary Services will change their meal plan to a 20 flex. The student then can go in and if they want to move down to a lower meal plan, they can do that until the deadline for lowering their meal plan.

To sign up for a meal plan a student goes to

My.biola.edu
Choose the student tab
Gotomyhousing, in the myhousing section
Login
Choose dining in the upper lefthand corner under Navigation
When the Dining screen opens, make sure you are in the correct term. At times there are multiple terms available.
There is a pull down box, make sure it says either select a dining plan or change dining plan
Press continue
Another pull down box will open and then you choose the meal plan you desire and press submit. The meal plan will be activated over night.

ID cards are inactivated August 16 for fall and January 20 for spring and then once the student is enrolled, their card is activated.

Once a student completes enrollment their ID card will work on campus for dining, building access, etc. Until a student completes enrollment their ID card will not work on campus at all.
What do you do prior to completing enrollment?
If you have a dining plan: you will be asked to leave a $5 deposit at each meal, which will be refunded to you once you complete enrollment.
If you want to eat in the retail operations, you will need to pay cash until your card works. No money will be refunded for meals missed or cash paid out of pocket for meals.
Using the library: you will need to make arrangements to get into the library gates with the library staff. You will not be able to use the Phil Station or make copies with your ID card.
Getting into dorms, gates, and classrooms: you will need to have someone let you in.
Once you have completed enrollment your ID card will work within the hour.
C. MEAL PLAN OPTIONS
All students living in the residence halls are required to purchase either a 10 meal plan or a flex meal plan with a minimum of 10 meals per week. If the student is a dorm resident on campus and does not sign up for a meal plan, s/he will be assigned a 20 flex meal plan and the cost will be billed to his/her student account. You may go to myhousing and change the plan.

1. 10 Meal Plan
There is one meal plan that does not have flex added to it. That is 10 meals per week.

2. Flex Meal Plans
These meal plans are based on the number of meals per week to be used in the Café and include an allotted amount of flex dollars. The number of meals (20, 15, 12, or 10) are eaten only in the Café. Flex dollars can be used for guests, additional meals in the Café, or as a declining balance in the Eagles’ Nest, Common Grounds, the Talon or the Coffee Cart.

- 20 meal plan + $125.00 flex = 20 flex plan
- 15 meal plan + $125.00 flex = 15 flex plan
- 12 meal plan + $125.00 flex = 12 flex plan
- 10 meal plan + $125.00 flex = 10 flex plan
- 175 meals in a semester + $125 flex = 175 block plan

- 5 meal plan + $50.00 flex = 5 flex plan
- 40 meals in a semester + $50 flex = 40 block plan

The 5 flex plan and the 40 block plan are available for students living in the Biola owned apartments or off campus. They are not available for dorm resident students.

FLEX dollars are used only for dining.

STUDENT $ (student dollars)

- If the student runs out of flex dollars before the end of the semester, s/he may add more money to his/her account at any dining register, the Phil Station in the library, or in eAccounts. These dollars can be used for dining or print/copy in various locations on campus. These dollars do not go away at the end of the spring semester like flex dollars do. They will stay on your account until they are used up. If you add money to your account at the Phil Station, at a register, or on eAccounts, you must use cash or credit card and it is added to your card immediately.

To add money through eAccounts, go to biola.edu/eaccounts, login with your net ID, fill in the information and be sure to save the information. You can sign up on the computer or any smart phone. There is an app for that. Go to your app store and search for eaccounts, it is two red arrows and it is free. Eaccounts allows you to add money to your account, look up your balance, and any guest can add money to your card. They cannot see your account.

- Unused flex dollars are carried over to the spring semester from the fall, in the same academic year, but do not carry over to the summer or next academic year.
  - If the student runs out of meals in the Café during any given week, s/he may use flex dollars or Student$ to pay the door price for additional meals.
  - The student may use his/her flex dollars for guests in all dining facilities.
  - The 10, 12, 15, 20, and 175 meals per week are eaten in Café Biola, but you may exchange a meal in the Eagles’ Nest, Common Grounds or the Talon.
  - Uneaten meals are not carried over from week to week or semester to semester. The meal plan week is Sunday to Saturday.
  - Students on the 10 meal plan, 10 flex, 12 flex, 15 flex, and 20 flex meal plans may only swipe their card at the Café once per meal period. i.e. Once per breakfast period, lunch period, and dinner period. Refer to Café dining hours to determine cutoff times for breakfast and lunch periods.
• The student’s ID card is used for purchases in Common Grounds, the Talon, the Coffee Cart, the Eagles’ Nest and the Café, and for printing and copying around campus.

• If you purchase a flex plan, you will receive your flex dollars each semester. Any unused portion will carry over from fall to interterm and spring, as long as the student does not switch to a plan without flex dollars. All unused flex dollars are deleted after the last day of the spring semester.

• The 175 block plan is available for resident and non-resident students. The student eats any 175 meals per semester in Café Biola, or exchanges meals in the retail operations and has $125 flex. Once the 175 meals are used up, you will need to use flex dollars for the remainder of the semester or purchase another dining plan and be prorated for the remainder of the semester. Once the meals are gone, they are gone. Unused meals do not carry over to Interterm, spring, or summer semesters. You may treat guests with this meal plan.

• All meal plans are for fall semester and spring semesters. We will assign the student the same meal plan for spring as they had for fall, unless they inform us that they want a different plan for spring or they cancel.

• The 5 flex plan and Block plan are available for students living in the Biola Apartments or off campus, not for dorm resident students. The Block plan is any 40 meals during the semester with $50/flex. Any unused meals do not carry over to the next semester. Any unused flex dollars will carry over to the spring semester, if you purchase another flex plan. If you sign up for a 5 flex or a 40 Block for fall, we will assign you the same meal plan for spring unless you inform us you want something different or you want to cancel. If you use up the 40 block before the semester is over, you may purchase another one, called the 40 block 2.

• Students who voluntarily choose a meal plan and live in the Biola apartments or off campus are not restricted to the same guidelines as a resident student. You may change or cancel at any time.

• MEAL PLAN EXCHANGE

Students on a meal plan are allowed to exchange one of their meals for a meal in either the Eagles’ Nest, Common Grounds, the Talon, or the Soaring Eagle. The meals that are available for this program are posted in each of these facilities. These are available Monday – Friday for lunch and dinner.

III. TERMS OF MEAL PLAN

A. CANCELLATION

When the student departs from Biola, moves off campus, or moves home, s/he must inform Auxiliary Services. Completing a departure card or informing housing, admissions, the registrar’s office, financial aid, accounting, or any other department does not cancel his/her meal plan. We may not receive the departure card for several weeks after the student leaves. This includes interterm/summer meal plans also. S/he will be responsible to pay for the meal plan through the week in which s/he cancels with us. If the student does not want his/her meal plan at any time, even if s/he changes his/her mind during the enrollment process, s/he must let Auxiliary Services know. If the student moves off campus, his/her meal plan is not automatically canceled. The student must cancel it him/herself. You may also email your cancellation to Carolyn.white@biola.edu. You will be charged for the meal plan until you cancel it.

B. REFUNDS

Refunds are given when the student informs Auxiliary Services that they are leaving Biola or are moving off campus and want to cancel the meal plan contract prior to the end of the semester. Refunds are given on a prorated basis for the entire semester and for the price of the meal plan, whether a 10 or flex meal plan. Flex dollars are not refundable separately. All refunds will appear as a credit on the student’s Biola account. Refunds are given only in the academic year in which they were incurred. Unused flex dollars may not be turned in for cash. Receiving permission to move off campus does not automatically cancel your meal plan. You must be the one who cancels your meal plan contract, not a parent/friend/relative.

C. INTERTERM/SUMMER SESSION

The interterm and summer meal plan program is voluntary. You may use leftover flex from the fall flex meal plans during Interterm. This contract is for fall and spring semesters only. To sign up for interterm or summer meal plans, you will use an online, instructions will be on http://www.biola.edu/offices/auxiliaryservices/mealplans/1314/.

D. SPECIAL DIETS
• Meal Plan holders with food allergies or other health issues can arrange with the Café office to have special meals prepared. Meal Plan holders on a doctor-prescribed diet must provide information from their doctor to the Learning Center describing the specific restrictions or modifications being requested. The Learning Center will work interactively with the Meal Plan holder and Bon Appétit to arrange a suitable dietary plan for the student. Resident students are not exempted from the meal plan requirement due to allergies or health issues unless necessitated as a reasonable accommodation under the Americans with Disabilities Act (“ADA”) and as approved in advance by the Director of Auxiliary Services and the Assistant Dean for the Learning Center. Bon Appétit has not come across any area that we have not been able to accommodate. We also work with students who have eating disorders.

• A gluten-free bar is provided in the Café.

• Food-Allergic Individuals: Be aware that we handle and prepare egg, milk, wheat, shellfish, fish, soy, peanut, tree nut products, and other potential allergens in our food service facilities. Before placing your order, please inform your server if you or a person in your party has a food allergy or be aware that certain potential allergens may be present in self-serve situations. Please direct questions to the manager of the food service facility. Red signs will be located at the area where these known allergens are served.

• We are aware that gluten is in many products and we try to identify them, but at times there may be some that we are not aware of.

E. SACK LUNCHES
If the student cannot make it to a meal due to work or class schedule, a sack meal or take out meal will be provided at the student’s request. The student can set this up in the Café office.

F. TO GO POLICY
A single to-go container will be provided, for a nominal fee, which covers the cost of the container, Monday – Friday (lunch and dinner only) for those who choose not to eat in the Café. We use biodegradable containers, not Styrofoam. The student is not permitted to eat in and take out left over food. Food will not be available for takeout at breakfast or weekends. You may bring in a personal small plastic to go container, to use for take out. All other dishes, cups, trays, and utensils must remain in the Café.

G. SICK TRAY REQUESTS
Students unable to eat in the Café due to illness can have a friend get their food and take it to them. The person picking up the food will need the student’s ID card and a note from their RA, RC, or RD.

H. GROUP PACK OUTS
Group pack-outs must be submitted 7 days in advance of the event and are for social events organized by official groups on campus. 48-hour cancellation notice is required to prevent being charged. If you sign up for a pack-out and decide not to go and do not let Bon Appetit or the advisor know 48 hours prior to the pack-out, you may not have your meals refunded. Our computer is not programmed to add the meals back. Once they are gone, they are gone, so plan wisely. The student’s meals are taken off beginning on Wednesday of the same week as the event. If more than one meal is missing, the pack-out department account number will be charged. It is up to the student to make sure they know how many meals they are signed up for and to make sure the cancellation information is given to the organizer.

I. ID CARDS
The ID card is the property of the University and is loaned to you while you are enrolled. Once you leave the University for any reason, it is to be turned over to the University. The ID is required to be with the student at all times while on campus. It is also used to deduct meals. If the student forgets his/her card, s/he will be asked to leave a $5.00 deposit that is refundable when s/he brings his/her card into the Café Office during business hours. Don’t forget to pick up the deposit. Checks are accepted. ID cards will be taken at the door for those entering but not eating. If the student then chooses to eat, a meal will be deducted. The replacement cost for lost or stolen ID cards is $20.
J. TAKING FOOD OUT OF THE CAFÉ
If you dine inside the Café, you may take out items within reason, i.e., one piece of fruit, a cookie, one ice cream or one drink to enjoy later. Taking bulk food items is not permitted (i.e., several bagels, a loaf of bread, etc.).

K. DRESS CODE
For the students’ safety, shoes and shirts are required in the Café, Eagles’ Nest, the Talon and Common Grounds.

L. MENU POSTING
The following week’s menu will be posted on the web site www.cafebonappetit.com/menu/your-cafe/cafebiola/cafes/details/17/cafe-biola and at the entrance of the Café.

M. DISCIPLINARY ISSUES
Students involved in food fights, napkin or ice tossing, eating without paying, or other behavioral problems will be asked to leave and will receive disciplinary action. Students found sneaking themselves or friends in to the Café without paying or swiping their ID card will receive disciplinary action.

N. Modification of contract
None of the terms of this contract may be modified by the student.

If you have any questions, you may call Carolyn White, 562-944-0351, ext. 5810
Or email Carolyn.white@biola.edu