Biola University Food Service Terms and Conditions: Fall 2015 and Spring 2016

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 2015-2016 Academic Year, which is also the Contract Year, begins on Fall Opening Day, Friday, August 21, 2015 and runs through the day of Spring Commencement, Friday, May 27, 2016, excluding Christmas Break (Saturday, December 19, 2015 through Saturday, January 2, 2016). Summer Housing (May 31 – August 18, 2016) is contracted separately.

For the purposes of Food Service, the Contract Year includes the Fall (August 21 – December 18, 2015) and Spring (January 26 – May 27, 2016) semesters. Interterm (January 4-25, 2016) and Summer (May 31 – August 18, 2016) are contracted separately. Even though the housing/dining contract is for one year, each semester is paid 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 21 (new students only), August 22 for all students– December 19, 2014; Interterm = January 4 – 25, 2016; Spring semester = January 26 – May 27, 2016; Summer = May 31 – August 18, 2016.

Meals are not served the following dates: November 25-28, 2015, meals resume on Sunday, Nov 29, 2015; December 19, 2015– January 4, 2016; March 25 –April 2, 2016, meals resume on Sunday, April 3, 2016

Either the Talon, Heritage Café, and/or Eagles’ Nest will be open for shortened hours March 28 –April 1, 2016.

The meal plan from Spring does not carry over to the next fall semester. Unused meals from any meal plan expire 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. If you are going to live in a dorm and you sign up for a 40 block or a 5 flex before you have a room assignment, your meal plan will be changed to a 20 flex. You may go into myhousing/dining and change it to a 10 or higher. 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 4, 2015 and for the spring semester through February 5, 2016. 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. Meal plan changes can only be submitted online in MyHousing or by contacting Auxiliary Services, 562-944-0351, ext, 5810 or dining.services@biola.edu.
B. PAYMENT
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. 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 a residence hall are required to have a minimum of 10 meals per week. Due to the nature of the housing reservation process, there are times when students may sign up for a future dining plan before their housing assignment has been finalized. Students are responsible to sign up for an eligible meal plan based on their anticipated housing situation. In the event that a student signs up for a commuter plan (5 flex or 40 block) prior to receiving a housing assignment in a residence hall, Auxiliary Services will change their meal plan to a 20 flex. The student will have the opportunity to confirm the meal plan during online enrollment and may choose to switch to another eligible meal plan up until the deadline to decrease. See section I.

Selecting a meal plan online via MyHousing
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 overnight.

The enrollment process and impact on dining and ID card functions
Prior to the start of the term, all student ID cards are inactive. ID cards are activated on a rolling basis as students complete online Enrollment Phase II. Any student who is not enrolled by the first day of Late Enrollment will have their ID card inactivated until they have finalized the enrollment process. Please note: prior to completing enrollment, student ID cards will not work anywhere on campus: no building access, no meal plan use, and no student dollar use.

Students participating in Late Enrollment:
- If you have a dining plan: you will be asked to leave a refundable $5 deposit at each meal. Once you complete enrollment you may request a refund at the Cafeteria office.
- If you want to eat in the retail operations, you may pay by cash or credit card until your ID card has been reactivated. No money will be refunded for missed meals or purchases made at the retail operations.
Using the library: See Library staff for policy regarding non-enrolled students. During late enrollment you will not be able to use the Phil Station or make copies with your ID card.

Building Access: Inactive ID cards will not work. You will need to have someone let you in.

Once you have completed enrollment your ID card will be reactivated within the hour.

III. 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 online. Students living in Biola-owned apartments or off-campus may voluntarily purchase a meal plan and may cancel at any time.

A. 10 Meal Plan
We offer one meal plan that does not include flex dollars. That is 10 meals per week.

B. 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 in the Café or in the retail operations utilizing the Meal Exchange program. Flex dollars can be used for guests, additional meals in Café Biola, or as a declining balance in the Eagles’ Nest, Common Grounds, the Talon, Heritage Café, the Coffee Cart, Soaring Eagle Food Truck, or North Hall dining.

For Dorm Residents:
- 20 meals per week + $125.00 flex = 20 flex plan
- 15 meals per week + $125.00 flex = 15 flex plan
- 12 meals per week + $125.00 flex = 12 flex plan
- 10 meals per week + $125.00 flex = 10 flex plan
- 175 meals per semester + $125 flex =175 block plan

For Apartment Residents or Commuters only:
- 5 meals per week + $50.00 flex = 5 flex plan
- 40 meals per semester + $50 flex = 40 block plan

Please note:
- Flex dollars may be used in any of the dining locations at the student’s discretion, such as when they’ve run out of weekly meals, wish to buy a snack, or pay for guests.
- The meal week begins on Sunday and ends on Saturday. Unused meals do not roll over to the following period. Any meals not used by Saturday evening will expire and a new batch of meals will be available beginning Sunday morning.
- Students on a weekly meal plan may swipe their ID card a maximum of once per meal period. i.e. a maximum of once at breakfast, lunch, or dinner. Refer to Café dining hours to determine cutoff times for breakfast and lunch periods.
- Students on a block meal plan may use their block meals to pay for guests to dine with them.
- Flex dollars are downloaded to student ID cards on the first day of the semester.
- If your fall meal plan came with flex dollars, any unused flex balance will remain available for interterm and spring semester. All flex dollars expire on the last day of spring semester and are non-refundable.
- Students will automatically be reassigned the same meal plan in spring semester that they chose for fall. Students wishing to select a different plan for spring may change it online in MyHousing or during the enrollment process.
- Block plans (175 block or 40 block) are intended to last for the entire semester. If all the block meals are used before the end of the semester, the student may purchase an additional meal plan or student $. Unused block meals are non-refundable and do not roll over to the following term.
C. Student $ (Student Dollars)
Student $ may be purchased a la carte to supplement any meal plan. These dollars can be used for dining or print/copy in various locations on campus.

Student dollars maybe purchased in real time
- online: [www.biola.edu/eaccounts](http://www.biola.edu/eaccounts) (credit card)
- from your mobile phone: download Blackboard Transact Mobile eAccounts. This free app is available in the AppStore and Google Play (saved credit card)
- at self-serve kiosks in the Biola Library (cash or credit card)
- at any food service cash register (cash, check, or credit card)

Please note:
- Student dollars do not expire. They remain available until they have been used up
- Students may request unused student dollars be refunded upon graduation or withdrawal from the university.
- The e-Accounts website and mobile app have many features including balance check, account activity, saved payment methods, recurring deposits, and guest deposits.
- If adding student dollars using the mobile app, you must first set up a saved payment method at [www.biola.edu/eaccounts](http://www.biola.edu/eaccounts)

D. Meal Exchange Program
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, Heritage Café, North Hall Café, or the Soaring Eagle. The menu items offered for this program are posted in each of these facilities. Meal Exchanges are available Monday – Friday for lunch and dinner.

IV. TERMS OF MEAL PLAN
A. CANCELLATION
Dorm residents may cancel their meal plan if they withdraw from Biola, move off campus, or are studying abroad. Off-campus students may cancel their meal plan at any time. Please direct your cancellation request to Carolyn White at 562-944-0351 ext 5827 or dining.services@biola.edu. Students are responsible for meal plan charges incurred up until the date Auxiliary Services has been notified of the cancellation. Failure to notify Auxiliary Services directly will result in continued charges.

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. S/he will be responsible to pay for the meal plan through the week in which s/he cancels with Auxiliary Services. 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. Students are responsible to personally cancel their meal plan, 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/auxiliarservices/mealplans/1516/](http://www.biola.edu/offices/auxiliarservices/mealplans/1516/).
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 Appetit 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/caf-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 into 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