

Biola University Food Service Contract: Fall 2009 and Spring 2010

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 in person or online.

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 – December 18, 2009; Interterm = January 3 – 25, 2010; Spring semester = January 26 – May 28, 2010; Summer = June 1 – August 19, 2010.

Meals are not served the following dates: November 25-28, meals resume on Sunday, November 29; December 19, 2009 – January 2, 2010; April 2 – 10, 2010, meals resume on Sunday, April 11, 2010. Either the Talon or Eagles' Nest will be open for shortened hours April 5 – 9, 2010.

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, 2009, and for the spring semester through February 12, 2010. Meal plans can only be increased after these deadlines. The meal plan week is Monday through Sunday. You may inform us anytime during the fall semester of any changes for spring semester.

II. TERMS OF PAYMENT

A. MEAL PLAN RATES (see the Section 2 card of the contract.) 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.

1. How to pay

After the student has signed the meal plan contract, s/he will be billed for his/her fall meal plan on September 15 and spring meal plan on February 15. A 60% down payment is required at the time of registration for tuition, housing and meals. The student will be billed according to the meal plan on his/her meal plan contract, not his/her estimate from the Finance Department, the bill s/he receives during the registration process, or his/her prebill.

2. Adjustments

Any adjustments made on the student's account after the 15th of the month (i.e., additional purchase of flex dollars, cancellation of the meal plan, etc.) 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.

B. MEAL PLAN SIGNUP PROCEDURE

The Meal Plan Contract consists of two parts. This portion is the body of the contract, which explains terms and conditions, and the other is the Section 2 card, with which the student will choose his/her meal plan and make any future changes. The student's meal plan begins August 21, 2009 and the student will be charged for the period starting that day and ending the final day of the semester (December 18, 2009). Ideally, the contracts are needed in the Auxiliary Services office before the student arrives on campus so that the meal plan can be activated before the student arrives. The student will keep their copy of top part of the contract and give the cardstock portion back to Auxiliary Services. All changes must be made in writing on the meal plan contract the student has signed or by email. Meal plan rates, dates, and service hours of operation are listed in the Residence Hall Handbook or in the Dining folder on BUBBS and Biola's web site. You may change your meal plan during the web registration process. Any changes will be made by the Auxiliary Services office on your meal plan contract.

All students who have not completed registration by a date which will be posted by the Accounting office, will have their meal plans put on "hold" until they complete registration. During this time, the student can pay cash for meals at the dining facilities. When they have finished registration and paid their bill, their meal plan will be turned back on. No refund will be given for the days the meal plan is turned off. They can also leave a \$5.00 deposit at each meal, which is then refunded once they finalize registration.

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 10 meal plan and the cost will be billed to his/her student account. S/he can come into our office and choose which meal plan they want. This is true no matter how many units a student takes.

1. 10 Meal Plan

There is one meal plan that does not have flex added to it. That is 10 meals per week. All meals are eaten only in the Cafe. Flex dollars cannot be used with this meal plan. You cannot carryover flex dollars from a flex plan and use them with this meal plan.

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 points. 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 + \$100.00 flex = 15 flex plan
12 meal plan + \$100.00 flex = 12 flex plan
10 meal plan + \$100.00 flex = 10 flex plan
175 meals in a semester + \$100 flex = 175 block plan

5 meal plan + \$25.00 flex = 5 flex plan
40 meals in a semester + \$75 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.

- If the student runs out of flex dollars before the end of the semester, s/he may add more money to his/her account in the Auxiliary Services office. These can be paid for at the time of purchase or billed to the student's account.
- A student with a 10 meal plan cannot use flex with it at all. Even if you had a flex plan in the fall and choose a 10 without flex in the spring, you may not use any leftover flex. Flex dollars can only be used with flex meal plans.
- 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. They only carry over if you continue to have a flex plan in the spring.
- If the student comes in to purchase flex dollars without having a flex meal plan, s/he will be notified that they are unable to add flex dollars unless they have a flex plan.

- If the student runs out of meals in the Café during any given week, s/he may use flex dollars 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 only in Café Biola.
- Uneaten meals are not carried over from week to week or semester to semester. The meal plan week is Monday through Sunday.
- The student's ID card is used for purchases in Common Grounds, the Talon, the Coffee Cart, the Eagles' Nest and the Café.
- 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 and has \$100 flex. Once the 175 meals are used up, you will need to use flex dollars for the remaining of the semester. Unused meals do not carry over to Interterm, spring, or summer semesters.
- 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 \$75/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.
- 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.

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. The student's meal plan must be changed on his/her meal plan contract or by email. 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 registration process, s/he must let Auxiliary Services know. There must be a cancellation date on the student's contract to receive a refund. The student will be billed according to the canceled date on the contract. 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.

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. If the student wants to eat in the Café during these periods, s/he must sign up for a special meal plan through the Auxiliary Services office. You may use leftover flex from the fall flex meal plans during Interterm, as long as you are going to have another flex plan in the spring. This contract is for fall and spring semesters only. A separate contract is used for interterm and summer sessions.

D. SPECIAL DIETS

If a student needs to be on a special meal plan due to allergies or other health issues, s/he can go to the Café office and arrange to have special meals prepared for them. Resident students on Jenny Craig, NutriSystems, or any other program that provides their food are still obligated to have a meal plan. Bon Appetit focuses on healthy cooking. We do not exempt resident students from the meal plan requirement.

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 \$15 for a standard magnetic stripe card and \$20 for a proximity card.

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 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