

CSUSB Residential Dining Terms & Conditions

1. Conditions of Contract

- a) The contract binding agreement between CSUSB, CSUSB Department of Housing and Residential Education (DHRE), Coyote Dining, and the Licensee. DHRE serves as the arbiter of the contract between Coyote Dining and the Licensee.
- b) The student, by signing the Meal Plan contract (explicit contract acceptance) or making payment(s), payment arrangements and/or using the Meal Plan (implied contract acceptance), is agreeing to be bound by these terms and conditions. The student is responsible for the full term of the contract.
- c) The contract period is for a full academic year.
- d) Meal Plans are structured to provide entry into the Coyote Commons Dining Hall (CCD) through the use of meal swipes. Meal swipes cannot be converted into Dining Dollars.
- e) Meal Plan changes must be made by August 3, 2020 for the fall semester and by January 4, 2021 for the spring semester by emailing housing@csusb.edu.
 - a. Required (Mandatory) meal plans are automatically renewed for spring semester.
- f) The University will assist Coyote Dining in the collection of unpaid payments or returned checks through the process of academic holds.

2. Coyote OneCard

- a) Meal Plans and Dining Dollars are accessed with the Coyote OneCard, and are subject to all of the policies and procedures of Information Technology Services.
- b) Students are responsible for their Coyote OneCard, and all charges made to their account. If a card is lost or stolen, it must be immediately reported to Information Technology Services at 909-537-7677. All transactions, including Meal Plan and Dining Dollar purchases, made on a missing Coyote OneCard not reported as lost or stolen are the responsibility of the student owning the card.

3. Meal Plans

- a) Required (Mandatory)
 - a. All first-year residential students, regardless of housing assignment, are required to have a meal plan.
 - b. All continuing / upper-division residential students residing in Coyote Village (CV), or Serrano Village (SV) are required to have a meal plan.
 - c. Weekly Meal Plans offer a specified number of meal swipes (12, 15, or Unlimited) each week, which reset on Sunday at 12:01 a.m (beginning of the week). Unused weekly meal swipes expire when the plan resets at the beginning of the week.
 - d. The "Unlimited" Plan allows the meal plan holder to eat at the Coyote Commons as many times as they want, seven days a week during all operating hours. The Unlimited Plan is not transferrable.
 - e. To prevent fraudulent use of all mandatory meal plans, the system will not allow re-entry to the dining hall within fifteen minutes of the previous entry – students may check with the cashier if circumstances arise that require re-entry for the meal plan holder within this time period.
 - f. If a meal plan is not selected by a first-year residential student or by a continuing / upper-division resident living in CV, or SV, the Unlimited Plan will be automatically assigned for the fall and/or spring semester.
 - g. Mandatory meal plans expire at the end of each semester and must be renewed; however, Dining Dollars from Fall semester roll over and expire at the end of Spring semester.
- b) Voluntary
 - a. Continuing/upper-division residential students that do not have a housing assignment in CV, or SV are eligible to opt into a voluntary meal plan ("Block/Declining Balance" options) of their choice, including mandatory meal plans.
 - b. Block/Declining Balance options offer a specified number of meals (70, 55, or 40) that roll over from fall to spring semester.
 - c. All voluntary meal plans expire at the end of Spring semester.

- d. Continuing/upper-division residential students who purchase mandatory meal plans are subject to the “Required (Mandatory)” terms and conditions with renewal exception given to those not living in CV, or SV.
- c) Meal Plans are pro-rated according to the CSUSB academic calendar. There are 223 meal service days per the 2020-2021 academic year. Meal Plans are not available on campus closure days, Winter Break, and Spring Break; however, Dining Dollars can still be redeemed at open food locations during those times.
- d) Meal service days are subject to change and are at the discretion of DHRE and Coyote Dining.
- e) All meals expire on the last day of Spring semester.
- f) Meal Plan meals do not have an associated cash value.

4. Dining Dollars

- a) Dining Dollars are accepted at all CSUSB Campus Dining locations.
- b) Dining Dollars included with any Meal Plan will be disbursed at the beginning of each semester. Dining Dollar balances carry over to the spring semester.
- c) All student Dining Dollars expire on May 22, 2021 at 11:59 p.m. 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) All charges for Meal Plans will be posted to the student’s CSUSB account, and payments are made to the Student Financial Services Office (SFS).
- b) Additional Dining Dollars may be purchased through the Coyote Dining website.
- c) Coyote Dining and the Department of Housing and Residential Education is not an extension of SFS, and is unable to take payments against any charges on student accounts.
- d) A financial aid recipient's full semester meal plan payment will be automatically deducted upon disbursement (in part or entirely), but after said aid covers tuition and residence hall rent. The availability of financial aid, however, does not relieve the student of the financial responsibility for all sums due under a Coyote Dining meal plan contract.
- e) It is the sole responsibility of the student to ensure payments due on the contract are made to SFS. If a student fails to make scheduled payments, or to make alternate payment arrangements, Coyote 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. Meal Service Periods

- a) Meal Times: Meal plan swipes can be used at Coyote Commons during meal service periods. A maximum of 19 meal periods are available per week. Meals are offered weekdays (Monday through Friday) for breakfast, lunch, and dinner, and weekends (Saturday and Sunday) for brunch and dinner. University closure weekdays reflect weekend hours of brunch and dinner meals, to include planned university holiday closures and unplanned emergency closures.
- b) Fall Semester: The first meal for the Fall Semester is on Sunday, August 16, 2020. Planned university closure days are September 7, 2020, November 11, 2020, November 26, 2020, and November 27, 2020. The last meal of the fall semester is Saturday, December 12, 2020 dinner, unless previously terminated under the provisions of this License Agreement.
- c) Spring Semester: The first meal for the spring semester is on Sunday, January 23, 2021. Planned university closure days are March 29, 2021 through April 2, 2021 (Spring Break). The last meal for the spring semester is on Saturday, May 22, 2021 dinner, unless previously terminated under the provisions of this License Agreement.

7. Cancellation of Contract

- a) Mandatory Meal Plans are automatically cancelled and refunded through the conditions of the Student Housing License Agreement cancellation if the cancellation is prior to the Fall “Move In” date, August 16, 2020, as established by DHRE.
- b) A student excused from the contract under the following conditions is eligible for a prorated refund of the unused portion of their Meal Plan and unused Dining Dollars.
 - a. The student withdraws from the University.
 - b. The student is leaving the University as required by an academic program (e.g., student teaching, study abroad, internship, etc.)
- c) Prorated meal plan charges based on the latter date of approved move out and/or last use of meal plan..
- d) Exemption Request: Licensees required to have a Mandatory Meal Plan can seek an exemption, in unique circumstances, for documented medical conditions or a religious dietary observance, which requires a specific diet that cannot be accommodated by Coyote Dining.
 - a. Prior to submitting a request for meal plan exemption, the Licensee must contact the Coyote Dining office to schedule a one-on-one consultation.
 - b. Exemption requests should be made using the “Meal Plan Exemption Form” available at: <https://www.csusb.edu/housing/getting-started/meal-plans-dining-options>
- e) Voluntary Meal plans cancellation deadlines:
 - a. Fall Semester: August 3, 2020
 - b. Spring Semester: January 4, 2021

8. Subject to Change

- a) All terms and conditions within this agreement are subject to change without notice.