



Viking Food Co. Meal Plan Contract Terms & Conditions (2023-2024 Academic Year)

Revised August 2023

Contract Duration

All residential meal plans are annual contracts spanning the full academic year (Fall and Spring semesters). The charge for the academic year meal plan you select will be posted to your student account once for the Fall semester, and again for the Spring semester. All Community meal plans are one semester contracts and will not be automatically renewed. The operational dates vary according to individual locations and the academic calendar.

On-Campus Resident Auto Enrollment

All students living in on-campus housing will have a mandatory meal plan for the entire academic year and will be automatically enrolled in the Green and White Unlimited All Access meal plan. Students may opt for the Weekly 14 or Weekly 5 meal plan. Please note: Underclassmen students are not eligible to enroll in the Weekly 5.

Meal Plan Overview

Your Viking Card ID, which serves as your dining card, is required for all meal plan transactions – no exceptions. Only the customer named on the meal plan and whose name appears on the Viking Card ID is entitled to services extended under the meal plan option; meal plan members may not transfer their meal plan or services to other customers, apart from Guest Passes (for more info, see “Guest Passes” section). Dining Dollars may be used for guests of the dining member (whose name appears on the Viking Card ID) is present. If there is a violation of this policy, the Viking Card ID will be confiscated, and the student will be subject to the Student Conduct Code. Unauthorized use may result in disciplinary action. If your Viking Card ID is lost or stolen, you must immediately report it to the Viking Card Office. Viking Food Co. is not responsible for any meals missed due to lost or stolen Viking Card IDs.

Using one meal swipe, members can eat their meal in the dining location, or take it to go. However, doing both is not permitted unless a second meal swipe is used.

Any remaining meals at the end of the semester are forfeited and do not roll over to the next semester.

Meal Plan Sign-Up and Payment

To sign up for your on-campus residential meal plan, log into your Housing Self-Service account: [Housing Self-Service Portal](#).

- By signing up online for your residential meal plan, you are authorizing the meal plan to be billed to your university student account and you become liable for the payment.

To sign up for your CSU Community meal plan, visit vikingfoodco.campusdish.com. Once you have signed up for your meal plan, please allow up to two (2) business days for activation of your meal plan to appear on your student account.

- By signing up online for your community meal plan, you are authorizing the meal plan to be billed to your university account, should you choose the invoice option, or process payment via credit card transaction.

The Family Educational Rights and Privacy Act (FERPA) establishes certain rights for students regarding the privacy of their university record.

- Please note that Viking Food Co. is only able to discuss the meal plan dining account with the dining contract holder unless delegated access has been granted by written student consent.
- Students may choose to complete and submit this "FERPA Release Form" to Campus411 All-in-1 to allow access or release of their university record.
- For more information on delegated access, contact Campus411 All-in-1.

You are also authorizing Viking Food Co. to email you about your meal plan, specials and promotions, changes to dining locations and any additional dining information.

Payments are due by the fee payment deadline published in your account tab on your CampusNet account. Any student who completes registration agrees to pay the University in full. Payment may be made online at <https://campusnet.csuohio.edu/>.

To encourage prompt payment, CSU assesses a \$50 penalty for each late or partial payment for those students enrolled in a Budget Payment Plan.

- For students not enrolled in a payment plan, a \$100 late fee is assessed each month your student account remains unpaid.
- In addition to the late charge penalty, the University will place a "hold" on your student account, which restricts access to the registration system and restricts the release of transcripts and diploma.
- Failure to submit payment by the provided dates could result in suspension of your meal plan and you will be responsible for the meals consumed at the daily cash rate.

Changing Your Meal Plan

Dining members may choose to change their plan to another eligible plan by the add/drop period, which falls within the first 14 days of fall and spring semester. Meal plan changes will not be permitted after the add/drop period closes.

- To change your on-campus residential meal plan, log into your Housing Self-Service account: [Housing Self-Service Portal](#)
- For CSU Community meal plan changes or cancellations, complete this form: [Community Meal Plan Change/Cancellation Form](#)
- You are limited to two meal plan changes per semester, prior to the add/drop period.

Cancellation

All residential plans are annual contracts spanning the full academic year (Fall and Spring semesters). Cancellations are not allowed after the opening of residence halls for the fall semester, with the exception of a withdrawal from the University with written documentation. Cancellations for Meal Plans purchased for the spring semester only, are not allowed after the opening of residence halls for the spring semester, with the exception of a withdrawal from the University with written documentation. A prorated refund will be posted to a student's University account based on the number of days in attendance at CSU or the number of meals consumed, whichever is greater. Failure to participate in the meal plan does not release a student from their dining contract.

- If you qualify for a cancellation based on the criteria above, only once withdrawn and released from the housing contract will meal plan charges be removed.
- The student is responsible to contact hospitality@csuohio.edu once withdrawn and released from the housing contract to have their meal plan removed from their student account.
- All cancellations must be requested by the add/drop period, in the first 14 days from meal plan activation in fall and spring semester.

Meal Plan Redemption

All meal plans can be redeemed for all-you-care-to-eat meals at our residential dining hall, Viking Marketplace. All meal plans also include Dining Dollars that can be redeemed at any dining location on campus.

Dining Dollars

Dining Dollars may be used at any Viking Food Co. location. Any unused Dining Dollars from summer semester and fall semester will carry over to the spring semester continually. Unused Dining Dollars expire on the last day of exams, spring semester, annually. Dining Dollars are non-transferrable and non-refundable.

Meal Exchange Dining Option

The meal exchange dining option provides students an opportunity to add variety to their daily meals by exchanging one meal swipe, up to 30 per semester, for a meal at

select campus retail locations. Specific meals will be outlined on the menu as a meal exchange option.

Guest Passes

Green and White Unlimited All Access, Weekly 14 and Weekly 5 meal plans include five (5) guest passes per semester in addition to the total allotted meals that are already included in the meal plan.

These guest passes may be used for a friend or family member in the all-you-care-to-eat dining venue, Viking Marketplace. The meal plan holder whose name appears on the corresponding Viking Card ID must be present to redeem the guest pass. The meal plan holder should alert the cashier if they intend to use a guest pass swipe. Any unused guest passes at the end of each semester will be forfeited and will not roll over to the next semester.

Closures and Limited Services

In the event of a national, state, regional, or university emergency, the University reserves the right to close dining venues and/or provide limited service. In addition, the University may close or relocate dining venues due to renovations or repairs. If the academic calendar availability is adjusted, the Viking Food Co. meal plans will not be adjusted.

Contract Acceptance

By signing up for a meal plan (online), the student agrees to comply with the Contract's terms and conditions, and all other University rules and regulations governing the conduct of students which are now in effect and any that may be adopted and published by the University during the term of the student's contract. If the student is under 18 years of age, the contract is also an agreement between the University and the student's parent or guardian.

The University reserves the right to make changes to the Contract during the term of the contract with 30 days' notice.

Refund Policy:

All purchases for meal plans are considered final after the semester's add/drop period. Exceptions will be made for processing errors. All refunds for processing errors will be refunded directly to your student account.