



Viking Food Co. Meal Plan Contract Terms & Conditions (2024-2025 Academic Year)

Revised January 2025

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 Commuter 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 residing in on-campus housing are required to have a meal plan for the entire academic year. Meal plan enrollment is automatic and processed through the Housing Self-Service Portal, with assignments based on academic status:

- **Freshmen** are automatically assigned the **Green and White Unlimited All-Access** meal plan.
- **Sophomores** are automatically assigned the **Weekly 14** meal plan.
- **Upperclassmen** are automatically assigned the **Weekly 5** meal plan.

Restrictions:

- Freshmen are not eligible to enroll in the **Block 135** or **Weekly 5** meal plans.
- On-campus residents are not eligible to enroll in the **Block 40** meal plan.

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 missed meals 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 using our OZZI on-the-go program. 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 a Commuter meal plan, visit vikingfoodco.campusdish.com. Once you have signed up for your meal plan, please allow up to three (3) business days for activation of your meal plan to appear on your student account.

- By signing up online for your commuter 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 Commuter meal plan changes or cancellations, email: Dining@csuohio.edu
- You are limited to two meal plan changes per semester, prior to the add/drop period.

Cancellation Policy

All on-campus residential meal plans are annual contracts covering the full academic year (Fall and Spring semesters).

- **Cancellations are not permitted** after the add/drop period for the Fall or Spring semester.
- If canceled **before the add/drop period**, a prorated refund will be issued to the student's University account, based on either:
 - The number of days the housing contract was active, or
 - The number of meals consumed, whichever is greater.
- **Failure to use the meal plan does not exempt a student from their dining contract.**

Eligibility for Cancellation:

- Students must **be released from their housing contract** to have meal plan charges removed.
- All cancellations must be **requested within the add/drop period**, which is **within the first 14 days** of meal plan activation in both the Fall and Spring semesters.

Students who move out of on-campus housing after the add/drop period are required to retain their meal plan for the remainder of the term. No prorations or refunds will be issued after the add/drop deadline.

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.

Meal Exchange Dining Option

Meal swipes can be exchanged at select locations like Barrio, Viking Public House, Viking Express, and The Longship Food Truck for specific combo meals.

- **Green & White Unlimited All Access Plans:** Up to 3 exchanges per week.
- **Weekly Plans:** Up to 2 exchanges per week.
- **Block Plans:** Up to 32 exchanges per semester.

Each meal exchange will count as one swipe and be deducted from your total available swipes for the week or semester, depending on your meal plan.

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. Unused Dining Dollars expire on the last day of exams, spring semester, annually. Dining Dollars are non-transferrable and non-refundable.

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.