KEENE STATE COLLEGE
Meal Plan Contract Terms and Conditions

2019-2020 ACADEMIC YEAR

NOTE: Please read all provisions of this contract before signing, as you are legally bound by these contract terms. Any exceptions to provisions herein must be approved by Keene State Dining Services.

This contract is for one Academic Year: Fall 2019 and Spring 2020

When selecting a meal plan via the Housing Selection process or the online Meal Plan Enrollment/Change Request form you are electronically signing this contract. Your electronic signature acknowledges your full understanding and acceptance of the following Meal Plan Contract Terms and Conditions and your willingness to be bound by the same. Please print a copy of this document for your records.

1. Eligibility
   a. All enrolled Keene State College students are eligible to have a Meal Plan.
   b. The Requisite Meal Plan for students who live on campus is a Platinum Level Meal Plan. Only students living in Pondside II or off-campus are exempt from this requirement.
   c. Students living in Pondside II and students living off-campus are eligible for any of the Meal Plan options. Meal Plans, if desired, must be ordered online each year.

2. Duration of Contract
   a. This Dining Contract is in effect for one academic year, or that portion of the academic year remaining at the time the Meal Plan is requested. The Dining Contract cannot be terminated by the Student except under the conditions listed in Section 10 of this Contract.
   b. Dining Services does not provide meal service during breaks posted in the academic calendar. However, certain facilities (i.e. Lloyd’s Marketplace) may be open on a limited schedule.
   c. Dining Services reserves the right to adjust service as needed.

3. Contract Assignment
   a. Meal Plans are non-transferable and may only be used by the student who has electronically signed and agreed to this Meal Plan Contract.
   b. A Student Owl Card ID is required for access to any Meal Plan.

4. Meal Plans
   a. Residential Meal Plan Options. All Residential Students must select a Platinum level Meal Plan. Only students housed in Pondside II are exempt from this requirement. If no Plan is selected, or if a Block plan is ordered, the requisite Platinum Plan 175 will be assigned regardless of prior year selection.

       Requisite Platinum Plan 175 provides: Unlimited entry to the Zorn Dining Commons; 5 Meals-to-Go from Hoot-n-Scoot or Night Owl Café Sizzler each week; 175 Meal Plan Dollars; 4 Guest Swipes in the Zorn Dining Commons per semester. Meal Plan Dollars may be used in the Zorn Dining Commons, plus Lloyd’s Marketplace, the Hoot-n-Scoot or Night Owl Café Sizzler.

       Platinum Plus Plan Option: Residential Students may “Plus” their Platinum Meal Plan increasing Meal Plan Dollars. Plans also provide a higher number of Guest Meal Swipes to the Zorn Dining Commons. Please see section 5 regarding Meal Plan Dollars.

       PER SEMESTER Costs

       Platinum Plus 275: 275 Meal Plan Dollars, 6 Guest Meals (Additional Semester Cost: $100)
       Platinum Plus 500: 500 Meal Plan Dollars, 10 Guest Meals (Additional Semester Cost: $325)
4. Meal Plans Continued...

b. Voluntary/Off-Campus Meal Plan Options – available to students living off-campus, commuting to campus, and students housed in Pondside II campus apartments. No meal plan will be assigned without completion of the Online Meal Plan Order Form, regardless of prior year Meal Plan selection.

Platinum Plan 175 provides:  
Unlimited entry to the Zorn Dining Commons; 5 Meals-to-Go from Hoot-n-Scoot or Night Owl Café Sizzler each week; 175 Meal Plan Dollars; 4 Guest Swipes in the Zorn Dining Commons per semester. Meal Plan Dollars may be used in the Zorn Dining Commons, plus Lloyd’s Marketplace, the Hoot-n-Scoot or Night Owl Café Sizzler.

Block Plan 175 provides:  
A certain number of Meal Swipes to use during the semester, which can be used for the student’s meals at any time with no frequency restriction. Meal Swipes may be used at the Zorn Dining Commons, Hoot-n-Scoot, and Night Owl Café Sizzler. Please see Section 6.

Available Block Meal Plans are:

Gold 180 Block 175: 180 Meals per semester (average 12 meals/week); 175 Meal Plan Dollars 4 Guest Meals
Silver 135 Block 175: 135 Meals per semester (average 8 meals/week); 175 Meal Plan Dollars 4 Guest Meals
Bronze 80 Block 175: 80 Meals per semester (average 5 meals/week); 175 Meal Plan Dollars 4 Guest Meals

Supplemental 40 Meal Blocks:  
These are available to any current Block Meal Plan holder to provide an additional 40 meals for the semester without upgrading the Meal Plan commitment for the year. Supplemental Meal Blocks must be ordered by sending an email request to owlcard@keene.edu. Please see section 11d.

Plus Plan Option:  
Students may “Plus” their Meal Plan increasing Meal Plan Dollars. Plans also provide a higher number of Guest Meal Swipes to the Zorn Dining Commons. Please see section 5 regarding Meal Plan Dollars.

Plus 275: 275 Meal Plan Dollars, 6 Guest Meal Swipes (Additional Semester Cost: $100)
Plus 500: 500 Meal Plan Dollars, 10 Guest Meal Swipes (Additional Semester Cost: $325)

5. Meal Plan Dollars

a. Meal Plan Dollars are issued at the start of each semester. Meal Plan Dollar balances from the fall semester will be added to the Meal Plan Dollars included with the Student’s spring semester Meal Plan.

b. Once selected, Plus Meal Plans, which include 275 or 500 Meal Plan Dollars, may not be changed to a Meal Plan with fewer Meal Plan Dollars during the Academic Year.

c. When terminating a Plus plan, unspent Meal Plan Dollars for the current semester only will be credited to the Student’s billing account.

d. If no Meal Plan is in place in the spring, any Meal Plan Dollar balance remaining at the end of the fall semester will be forfeited.

6. Block Plan Meals

a. Meals provided in Block Plans (Gold, Silver, and Bronze – 175 or Plus) may be used at any time during the semester they are issued. Any Block Meal balance remaining at the end of each semester will be forfeited. There is no carry-over from semester to semester.

7. Meal Plan Billing and Payment

a. Meal Plans are billed each semester and must be paid according to the College’s schedule.

b. Meal Plans assigned and paid for will be active on the first day Residence Halls are open for all students each semester.

c. Cost Adjustments for Meal Plan changes will be applied to the Student’s billing account when the change is processed. These changes may take up to 2 business days from the date of the original request due to high volume.

d. Payment is due at the time the charge is posted to the Student’s billing account.

e. Past due Meal Plans are subject to suspension of the Plan until payment is received.

f. Questions regarding details of the Student’s billing account should be directed to the Student Accounts Office.
8. Meal Plan Assignment

a. All Meal Plans are assigned based on the Meal Plan choice made as part of the Housing Selection process or by completing the online Meal Plan Enrollment/Change Request form. In the case of duplicate Meal Plan selections, the most recent Selection will be honored.

b. Any Meal Plan assigned for the fall semester will remain in effect for the spring semester.

c. For students living in campus housing, if no Meal Plan (or if a Plan other than a Platinum level Plan) is selected, the minimum Requisite Meal Plan (Platinum Plan 175) will be assigned.

d. For students living off-campus or in Pondside II campus apartments, a Meal Plan may be selected for each academic year. If none is selected, none will be assigned, regardless of Meal Plan status in the prior year.

e. Students may reassign their existing Meal Plan to a Plus Meal Plan within the same tier (Platinum, Gold, Silver, or Bronze) at any time. The Meal Plan Dollars included with the selected Plus Meal Plan will be added in full. In cases where a Plus Meal Plan is reassigned with a higher level of Meal Plan Dollars, the full amount of additional funds will be applied.

9. Late Assignment of a Meal Plan

a. PLATINUM PLANS: After the start of the semester, charges for adding a Platinum level Meal Plan will be prorated as determined by the date the Meal Plan is assigned. Late added Meal Plans will go into effect when the Meal Plan is assigned and charges are reflected on the Student billing account, which can be viewed on quickPAY. Payment is due at the time the charge is posted to the Student billing account. Past due Meal Plans are subject to suspension of the Plan until payment is received.

b. BLOCK PLANS: Block Plans (Gold, Silver, or Bronze) and any associated Meal Plan Dollars are not prorated and will be assigned in full regardless of the portion of the semester remaining. Late added Meal Plans will go into effect when the Meal Plan is assigned and charges are reflected on the Student billing account, which can be viewed on quickPAY. Payment is due at the time the charge is posted to the Student billing account. Past due Meal Plans are subject to suspension of the Plan until payment is received.

10. Meal Plan Cancelation and Termination

a. Only Meal Plans that have not been used in the current semester may be cancelled in full. Prior semesters will not be cancelled or credited retroactively. Dining Services records will be used to make the final determination of Meal Plan use.

b. Residential Students may only be released from this Meal Plan Contract if they are released from their Housing Contract. Requests to be released must be made using the online Meal Plan Enrollment/Change Request form.

c. Students contracting for Voluntary Meal Plans (students living off-campus and those living in Pondside II apartments) can be released from this Dining Contract during the first 30 days of the semester only.

d. Meal Plan Cost Adjustments are applied to terminated Platinum Plans based on the Institutional Policy:

75% within 7 calendar days of the first day of the semester.
50% within 8-30 calendar days after the first day of the semester.
No adjustment beyond 30 calendar days after the first day of the semester.

e. Cost Adjustments for terminated Block Plans within the first 30 calendar days of the semester will be prorated by the number of meals consumed during the current semester and charged at the highest prevailing meal rate. No adjustment is permitted beyond 30 days after the first day of the semester.

f. See section 5c for policy regarding credit of Meal Plan Dollars.

g. Meal Plan adjustments made upon Suspension, Leave of Absence, or Withdrawal from Keene State College will follow the Institutional Policy noted in sections 10d and 10e. The Cost Adjustment is based on the date of the last use of Board Meals, Bonus DC Meals, Meals-to-Go, or Meal Plan Dollars.

h. If the college approves a Diminished Care Leave of Absence, an 80% Cost Adjustment is allowed regardless of the date of this change. The student must order a new Meal Plan upon returning to campus.
11. Meal Plan Changes

a. PLATINUM 175 to PLATINUM PLUS Plan: This lateral Meal Plan change will add the additional amount of Meal Plan Dollars to the Plan in full, regardless of when the change is applied. These changes are allowed at any time during the semester. A change to a Meal Plan with fewer Meal Plan Dollars during the Academic Year is not permitted.

b. PLATINUM to BLOCK Plan: Changing from any Platinum level Plan to any level Block Plan requires termination of the Platinum Plan and is subject to the Institutional Policy noted in Section 10d. The Block Plan assignment will be applied as outlined in section 9b. These changes are only permitted before the semester begins or within the first 30 days of the semester. Changing from a Platinum to Block Plan is not permitted for students in residential housing. Meal Plan Dollars must increase or remain the same and cannot be decreased during the Academic Year.

c. BLOCK to PLATINUM Plan: Changing from any Block Plan to a Platinum Plan will result in a prorated credit of the Block Plan (see Section 10e) and a prorated charge for the Platinum Plan (see Section 9a). These changes are allowed at any time during the semester. Meal Plan Dollars must increase or remain the same and cannot be decreased during the Academic Year.

d. BLOCK to BLOCK Plan:

   INCREASING BLOCK COUNT: When a Block Plan is changed from a Bronze to a Silver or Gold, or from a Silver to a Gold, the cost of the original Block Plan will be credited in full and the new Block Plan will be charged in full. Meal balances will be adjusted to the new Plan level and current semester usage of Board and Bonus DC Meals will be deducted. These changes are allowed at any time during the semester.

   DECREASING BLOCK COUNT: When changing from a Gold to a Silver or Bronze Plan, or from a Silver to a Bronze Plan a cost adjustment to the original Block Plan will apply (See Section 10e) and the new Block Plan will be charged in full. These changes are only permitted before the semester begins or within the first 30 days of the semester.

   ADDING A SUPPLEMENTAL MEAL BLOCK: Blocks of 40 Meals may be added to any Block Plan and must be ordered via email to the Owl Card Office (owlcard@keene.edu). Charges are added to the Student billing account, which can be viewed on quickPAY. Payment is due at the time the charge is posted to the Student billing account. Supplemental Block Meals must be used in the semester they are purchased. Unused Meals are forfeited at the end of the semester. These changes are allowed at any time during the semester.

12. Liability/Responsibility for Personal Property

a. Neither the College nor Dining Services shall be liable directly or indirectly for theft, loss of money, valuables, or other personal property belonging to, or in the custody of, the student for any cause whatsoever, in any dining facility.

13. Rules and Regulations

a. By enrolling in a Meal Plan, the student is agreeing to this contract and agreeing to adhere to the dining policies and procedures in the Keene State Student Handbook which may be found at keene.edu/administration/policy/detail/handbook/dining/.

The Student Code of Conduct section of the Student Handbook defines the rights, responsibilities and behavior expected of all students.