Terms & Conditions

DINING PLAN AGREEMENTS ARE LEGAL CONTRACTS BETWEEN YOU AND THE UNIVERSITY OF PENNSYLVANIA. DINING PLAN CONTRACTS ARE BINDING FOR THE ENTIRE ACADEMIC YEAR.

BY SIGNING THE 2020 - 2021 DINING PLAN CONTRACT OR CONFIRMING YOUR ONLINE DINING PLAN SELECTION, AND/OR PARTICIPATING IN THE DINING PROGRAM, YOU AGREE TO ACCEPT ALL OF THE TERMS AND CONDITIONS OF THE DINING CONTRACT.

Enrollment

Dining plans are binding for the entire academic year. Students may make one change to their dining plans during the Fall and Spring Change Periods, as outlined below, from their current plan to another plan for which they are eligible.

Eligibility and Requirements for Dining Plans

First-Year Undergraduate Student Contract
The University of Pennsylvania requires that all first-year undergraduate students enroll in a dining plan.

Incoming Freshmen
Freshmen are required to sign-up for one of the following plans: The Away From Kitchen Plan (AFK), The Balanced Eating Naturally Plan (BEN) or The Best Food Fit Plan (BFF). Students who do not choose a dining plan will be assigned the BFF Plan, with the option to change during the Fall Change Period.

Transfer & Exchange Students
First-year transfer students and exchange students are required to sign-up for a dining plan, choosing from any of the first-year or upperclass plans. Students who do not choose a dining plan will be assigned the BFF Plan, with the option to change during the Fall Change Period.
Upperclass Students
Upperclass students are eligible to sign-up for any of our first-year or upperclass dining plans.

Graduate Students
Graduate students are eligible to sign-up for one of the Take Your Pick Grad plans, available only to Graduate students, or any of the first-year or upperclass plans.

Please note: Penn Dining reserves the right to alter dining plan offerings and/or structures. Plans may be added, amended, or removed as deemed necessary by Penn Dining.

Dining Plan Billing

Contract holders are billed each semester for dining plan charges (for one-half of the total academic year cost). First-year students will be billed an additional charge in the Fall for New Student Orientation.

If any additional purchases are made (additional swipes and/or Dining Dollars), a monthly bill will be sent.

Meal Service

2020 - 2021 Days of Service
Dining plan service begins on the first day of classes and continues through the last day of finals in each semester, EXCEPT for school breaks:

- Thanksgiving Break
- Winter Break
- Spring Break

Dining Dollars can be used through Commencement Day (May 17, 2021) and swipes can be used through final exams.

Meals and Services Offered
Our dining program comprises a variety of services: All-you-care-to-eat meals offered at four residential dining cafés and one Kosher dining café, “One-swipe-through” at
one residential café, Grab & Go meals, a la carte retail food options, and convenience stores.

Please note: Meals and services offered vary by location. Visit [www.upenn.edu/dining](http://www.upenn.edu/dining) for hours of operation.

**Dining Locations**
The University provides dining services to students in a number of locations deemed most convenient for the greatest number of students. The University reserves the right to close any existing dining service location or to move the location where any particular type of food service is offered, at the University’s sole discretion, at any time during the term of this agreement.

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**Plan Features**

**Visits or Meal Swipes**
All dining plans (except the Any Time Meal plan) include visits, also known as meal swipes, which allow students to visit our residential cafés. Each time you eat in a residential cafe, one visit is subtracted from your semester visit allowance. Visits that are allotted with your initial dining plan do not carry over from the Fall into the Spring semester. Unused visits in the Spring expire on Commencement Day. All visits are non-refundable.

**Dining Dollars**
All dining plans include Dining Dollars, which are credits toward a la carte retail food purchases or additional all-you-care-to-eat visits at the dining halls. Students may add Dining Dollars to their dining plan at any time by going online to [Campus Express](http://www.campusexpress.upenn.edu). Dining Dollars are non-refundable and expire on Commencement Day.

**Add-on Visits**
Students may add additional visits to their dining plan at any time by going online to Campus Express. Add-on visits (or swipes) may be purchased in quantities of 15, 25, 50, 75, or 100. These additional visits are non-refundable and cannot be removed from a plan once added. All visits including add-on visits will expire on the last day of finals. Any add-on visits purchased in the Fall semester will carry over into the Spring semester.
**Guest Visits**
All dining plans (except the Any Time Meal plan or Graduate Take Your Pick plans) come with up to 10 guest visits per year (five in the Fall and five in the Spring), allowing students to host family and friends in the residential dining cafes. Guest visits can be used one at a time, or all five at the same time. When using a guest visit, simply tell the cashier, and they will deduct the visit from the guest visits balance.

Guest visits can also be used for personal use once all regular visits have been exhausted. When using a guest visit for personal use, simply tell the cashier that you are using a guest visit. Additional guests are always welcome, provided they pay the meal period rate at the door. Students may also charge additional guest meals above the 10 allowed per year to their Dining Dollars, PennCash or SFS accounts. Guest swipes are included in the total swipe balance for each plan.

Example: *BEN Plan = 340 swipes per year (330 regular swipes + 10 guest swipes)*

**Swipe Conversion**
Once per semester, Penn Dining has offered an opportunity for students to convert a set number of standard meal swipes into Dining Dollars. Penn Dining reserves the right to set the dates of the Swipe Conversion Period, the exchange rate at which swipes may be converted, which swipes may be converted (i.e. no guest swipes), and/or may cancel the Swipe Conversion program at any time.

In order to participate in Swipe Conversion in the Spring semester, dining plan holders must sign up for a dining plan for the following academic year.

Example: *In order to convert swipes during the Spring 2020 semester, a dining plan holder must be enrolled in a dining plan for AY 2020-21.*

**Please note:** Participation in the Spring semester Swipe Conversion program indicates confirmation of enrollment in the dining plan for the following Academic Year, and acceptance of all Terms & Conditions, as outlined in this document.

*Penn Dining reserves the right to discontinue the Swipe Conversion Periods at any time.*
Special Dietary Needs Terms & Conditions

Special Dietary Needs
Penn Dining includes designated items for students who prefer kosher, vegetarian/vegan foods, or foods made without gluten containing ingredients, in addition to the 8 major allergens. We will try to accommodate other special dietary needs upon reasonable advance notice.

Penn Dining currently serves many students with food allergies or dietary needs and our registered dietitian nutritionist is here to assist students with any dietary questions or concerns they may have.

Requests for accommodation based on a food allergy or special dietary need is referred to our registered dietitian nutritionist, who will work with the student and Student Disabilities Services (SDS) to determine an appropriate accommodation within the dining program. In the case where a reasonable accommodation cannot be made, a waiver of the dining plan will be considered. Please note that all students making an accommodation request will be contacted by SDS and until a final decision is reached, all students will be responsible for their University dining contract.

Please review the Health & Wellness section of our website or contact Penn Dining at (215) 898-3547 or dining@upenn.edu for further information.

Sick Meal Needs
If you are sick and cannot get to a café, you or a staff member can request that meals are picked up for you. Penn Dining has worked with Student Health Services to prepare meal options which provide sufficient calories and hydration to support your recovery. To arrange, simply contact a chef or manager one meal period prior to the desired pick-up. Your designated proxy will be asked to provide your name and PennCard number at the cashier station.

For additional information see the Penn Dining Website. Any meal plan holder can participate.
Kosher Terms and Conditions

Dining Plan Participants
Dining Plan participants who wish to dine at Falk Dining Commons (kosher dining cafe) will be charged an additional fee of $3.00 per swipe along with their swipe. This fee may be paid for with Dining Dollars, PennCash, SFS credit or cash. In order to ensure seating, we recommend that anyone with a dining plan who would like to dine at Falk Dining Commons during weekends make an advance reservation. An advance reservation will be required for all high holiday meals. Additional fees may apply for Passover meals only.

Non-Dining Plan Participants
In order to ensure seating, we recommend that anyone without a dining plan who would like to dine at Falk Dining Commons during weekends make an advance reservation. Those without a dining plan who wish to dine during high holidays will be required to make an advance reservation with payment in full. This payment can be made using a credit card over the phone or by cash or check. All payments must be made 48 hours in advance and will not be refunded in the event that the reservation is not honored. Any non-weekend or non-holiday meals may be paid for at the door, with PennCash or SFS Credit for Penn students, or with cash for non-Penn participants.

Changes, Cancellation, and Refunds

Dining Plan Changes
Students who enroll in an Academic Year 2020 - 2021 dining plan during Spring 2020 via the Residential and Dining application process (via MyHomeAtPenn.upenn.edu) will have the opportunity to change their Academic Year 2020 - 2021 dining plan as outlined in the application process.

Students who enroll in an Academic Year 2020 - 2021 dining plan via Campus Express (March through May, 2020) during the Early Sign-Up Discount Period (January through May 31, 2020) will have the opportunity to make ONE change to their Academic Year 2020 - 2021 dining plan, prior to June 1, 2020.
All students (including those listed above) may make ONE change to their dining plan during the Fall/Spring Change Periods:

- Fall 2020 Change Period Dates: September 1—September 22, 2020
- Spring 2021 Change Period Dates: January 12—February 2, 2021

Dining Plan changes are allowed ONCE in the first three weeks of each semester. The new balance after a dining plan change will depend on the usage of the previous plan. Any visits or Dining Dollars used over and above what came with your original dining plan will be charged in addition to the regular cost of the new dining plan. If the usage is less than what is allotted with the new dining plan, the amount of visits and Dining Dollars used with the original dining plan will be deducted from the amounts allocated with the new dining plan.

Changes made at the start of the Fall semester are effective for the full academic year. Changes made on Academic Year 2020 - 2021 dining plans during the Spring 2021 semester will only affect the Spring 2021 semester plan. Any Dining Dollars carried over from the Fall semester will remain regardless of whether or not a change is made. Meal swipes do not carry-over from the Fall semester.

All dining plan changes must be made via Campus Express Online during the appropriate Change Period. Inquiries regarding all dining matters must be directed to the Penn Dining Office – change requests sent to Student Financial Services are NOT valid.

**Please note:** Any additional charge or refund due as the result of a dining plan change will be based on the current rates regardless of whether the initial sign-up was during a promotional period.

Example: You purchase a Balanced Eating Naturally (BEN) Plan, which allocates 170 visits, 5 Guest visits, and $225.00 Dining Dollars per semester, and you change (during the Change Period) to the Best Food Fit (BFF) Plan. Prior to switching, you used $25.00 of the Dining Dollars and 20 of the visits from your BEN Plan, from the start of the semester until the change took place. When you switch to the BFF Plan, you will now have 118 visits rather than 138 swipes (138 – 20 = 118), and you will start with $375.00 Dining Dollars rather than $400.00 Dining Dollars ($400.00 - $25.00 = $375.00).
Cancellation / Termination of Agreement

Cancellations are not permitted unless you are leaving the University for one of the following reasons: Leave of Absence, Withdrawal, Study Abroad, Graduation, or Fall Exchange Students (cancellation for Spring semester portion of dining plan only). If you are leaving the University and need to cancel your dining contract, you MUST complete a cancellation form.

- If you live in on-campus housing, please complete the Request for Early Termination for your housing contract found at MyHomeAtPenn.upenn.edu. When completing the request to terminate your housing contract, you will also be able to indicate that you have a dining plan to cancel and both requests will be processed jointly. **Please note: a cancellation of a housing contract does not guarantee a cancellation of a dining contract.**

- If you only have a dining contract to cancel or are unable to complete the Request for Early Termination for housing, please [click here](#) to complete the dining plan cancellation form and submit to the Penn Dining Office at dining@upenn.edu.

The dining program is not affiliated with any decision concerning financial aid to students. We cannot consider any financial matter as an acceptable reason for requesting a dining contract cancellation. The cancellation needs to be approved by the University of Pennsylvania prior to issuance of any credit.

The University reserves the right to terminate this agreement for failure to pay University fees, for violation of University or Penn Dining policy, or when you are no longer enrolled as a Penn student.

Refunds

If a credit is due as a result of cancellation or termination of this agreement, the refund will be sent by Penn Dining to Student Financial Services (SFS). Penn Dining does not issue refund checks. Students may check the status of their account on Penn InTouch. Students expecting a refund should contact SFS, after the dining plan credit appears on Penn InTouch.

No refunds are provided in the case of termination due to failure to pay fees or comply with policies. Refunds will be prorated based on the number of visits and Dining Dollars used and will be calculated based on the price per visit of the dining plan in which the student is participating.
Conditions of Dining Plan Participation

Non-Transferal of Dining Contracts
Contract meals are for the exclusive use of the contract holder and are not transferable. Persons found using a PennCard other than their own will be considered in violation of University Policy and subject to disciplinary proceedings.

Removing Food from the Dining Halls
Our dining plans were designed to provide maximum flexibility for students to enjoy our cafés. In addition to offering a variety of dining options, our residential cafes help foster a sense of campus community by allowing students to dine together. However, should you need to, there is a take-out option in the dining cafes through our Green2Go Program. More information can be found at www.upenn.edu/dining. Students with hectic schedules can use swipes at Late Night at McClelland Express and Hill House, or Gourmet Grocer for Meal Equivalency.

Lost Card Policy
Students must have their PennCard to enter the dining cafes. Students who have lost or misplaced their PennCard may enter the dining cafes by first completing a Lost Card Voucher obtained from the cashier. The visit will be deducted from the student’s dining plan.

Student Conduct
Students are expected to comply with all rules and regulations of the University while in a Penn Dining cafe. All rules, policies and procedures of the University and Penn Dining Services, including those published in the PennBook, University Policies and Procedures, official publications and bulletins, and the University and Penn Dining web pages, are incorporated in this agreement. Students found in violation of University and/or Penn Dining Policy may be subject to disciplinary proceedings.