

# Food Service

## Meal Plan Terms and Conditions

\*Terms and conditions are subject to change without notice.

### Account activation

To activate a meal plan account, complete and sign a Meal Plan Request form and submit it to the Springfield ID Center. Meal plan forms are available at [go.uis.edu/mealplanrequest](http://go.uis.edu/mealplanrequest). Allow at least three business days for a plan to be activated.

### Restrictions

- All students living in residence halls are required to purchase a Signature or Gold meal plan for the fall semester of an academic year. For the spring semester, students living in residence halls must purchase a Signature, Gold, or Silver plan.
- Second Year Returning Initiative (SYRI) students living in campus apartments or townhouses are required to purchase a residential meal plan.
- Apartment and townhome residents who are not SYRI or commuter students are not required to purchase a meal plan.
- Students who are required to purchase a meal plan must select one within the first 10 days of a semester. Those who don't will be auto-enrolled in the lowest-priced meal plan they are allowed to purchase.
- Students who purchase a Signature, Gold, or Silver meal plan must reside in student housing and maintain an on-campus residence for the full term of the meal contract.
- Commuter students may purchase only a Commuter meal plan.

### Taxation

Purchase made with the Commuter meal plan are subject to Illinois state sales tax. Purchases made with any other meal plan are not subject to state tax.

### Charges and payments

- Meal plan purchases are charged to student accounts at the beginning of the relevant semester.
- Failure to make scheduled payments to the University for meal plans may result in the suspension, limitation, or termination of meal privileges.
- You cannot add value to a meal plan.

### Plan changes

Students may change plans within the first 10 days of a semester.

Students who do not change their plans in the spring are billed for the plan they signed up for in the fall.

A residential meal plan purchaser may request a change to a different meal plan, subject to the following conditions:

- The purchaser must meet eligibility requirements for the plan to which they want to change.
- A residence hall student continuing enrollment from the fall semester may request a change to a different residential meal plan for the spring semester.
- Meal plan funds may not be converted to Campus Cash.

To request a plan change, complete the online form at [go.uis.edu/mealplanrequest](http://go.uis.edu/mealplanrequest). Allow at least three business days for a plan to be changed.

### Value rollover

- Value remaining on any plan at the end of a fall semester is carried forward to the spring semester, as long as requirements are met, as follows:
  - Students must be registered for the spring semester before the late registration period ends.
  - Residential students must continue to reside in campus housing for the spring semester.
- If a plan owner does not meet the applicable requirement(s), his or her meal plan is cancelled, and any value remaining on that account will be processed in accordance with the refund policies.

### Account expiration

- Meal plans expire at 5:00 pm on the day of the last commencement for the spring semester, as determined by the Registrar. Value remaining on a meal plan is forfeited when it expires.

### Cancellation and refunds

Cancellation and refunds of meal plans are subject to the following conditions:

- No refunds are given for meal plans cancelled after the end of the tenth week of a fall or spring semester.
- Refunds are allowed only for students who withdraw from all classes at the University, or for those with documented medical circumstances that preclude the plan owner from using the meal plan.
- Refunds requested before the tenth week of a *fall* semester are calculated as the value remaining on the meal plan minus any fees.
- Refunds requested before the tenth week of a fall or *spring* semester are calculated as the value carried forward from the fall semester plus the value remaining on the spring semester meal plan minus any fees.
- If a refund request is approved, a \$5 administrative fee is assessed. no money is refunded if the value remaining on a meal plan following all calculations is less than \$5.
- Refunds are credited to the cardholder's student account.
- To request a refund, you must use the online form at [go.uis.edu/mealplanrequest](http://go.uis.edu/mealplanrequest). Follow the instructions for a meal plan cancellation.

### Lost or Stolen ID Cards

- You are responsible for reporting lost or stolen cards to the ID Center immediately.
- To report a lost or stolen card, phone the ID Center at 217-206-7718. Outside of regular ID Center hours, contact campus police at 217-206-6690.
- An ID card reported lost or stolen is permanently deactivated.

### Liability for purchases

Account holders must pay for all transactions made with their ID cards, except for unauthorized use. If your card is lost or stolen, you must notify the ID Center. Your liability for unauthorized purchases is as follows:

- If you notify the ID Center within two business days, you are liable for up to \$50 of unauthorized transactions.
- If you notify the ID Center within three to four business days, you are liable for up to \$250 of unauthorized transactions.
- If you notify the ID Center within five or more business days, you are liable for up to \$500 of unauthorized transactions.

The total amount of your liability is not to exceed \$500.