

**Cal Poly Corporation
Campus Dining**

Dining Plan Handbook 2015-2016

This Dining Plan Handbook contains additional provisions and details related to the Dining Plan provided by Campus Dining, a unit of the Cal Poly Corporation, to any Student (“Licensee” or “Student”) participating in any Dining Plan. The Student participating in any Dining Plan must comply with these provisions along with the terms of the STUDENT FRESHMEN HOUSING AND DINING LICENSE AGREEMENT, which includes the [License Signature Page](#), the [License Terms and Conditions](#), and [Appendix A: Payment Schedule and Provisions](#). The Campus Dining Customer Service contact information is , 805-756-5939, campusdining@calpoly.edu.

Campus and University Housing policies require that all entering freshmen living on campus and all students living in the residence halls must have a Dining Plan for the full academic year. Campus Dining offers a dining plan for students living in Residence Halls (North Mountain Halls-Diablo, Lassen, Palomar, Shasta, Whitney, South Mountain Halls-Muir, Trinity, Santa Lucia, Fremont, Tenaya, Sequoia, and Sierra Madre, Yosemite), and an “apartment” Dining plan option for students living in Cerro Vista Apartments or Poly Canyon Village.

DINING PLAN OPTIONS. Dining Plans are available based on the Student’s assigned Living Unit (residence hall or apartment),. These Dining Plans are offered for the full academic year only.

1. [Dining Plan Schedule](#). Plu\$ Dollars(declining balance funds) will be available for use beginning September 12, 2015 and ending on June 12, 2016 Programmed meals during Week of Welcome (WOW) are a part of the Dining Plan and begin with dinner on September 14, 2015 and end with lunch on September 20, 2015. During the academic year, Dining venue schedules coincide with the Housing occupancy dates outlined in Section 3 (a) and (b) of this Housing/Dining License Agreement.
2. [PolyCard access](#). Dining Plans are accessed through the magnetic strip on the back of the PolyCard. Students must present the PolyCard at the cash registers to purchase goods with the Dining Plan. It is the Student’s responsibility to acquire the PolyCard at PolyCard Services.. The Poly Card Services office is located at the University’s PolyCard office, Building 46, Cal Poly campus, (805) 756-2614 polycard@calpoly.edu. *License Terms and Conditions §21.b*.
3. [Dining Plans](#). A Dining Plan is available to Licensee based on the Licensee's assigned living unit (residence hall or apartment). Making up your Dining Plan cost are (1) Programmed meals during Week Of Welcome (WOW), (2) Base Operating Expense to run the All-You-Care-To-Eat facility, and (3) Plu\$ Dollars for food purchases at designated dining locations.
 - (1) Plu\$ Dollars are a dollar for dollar declining balance account that may be used to purchase food and beverages at designated dining locations. Plu\$ Dollars are allocated at the beginning of each quarter, and unused Plu\$ Dollars roll over to the next quarter. Plu\$ Dollars remaining at the end of the Spring Quarter are forfeited.
 - (2) Plu\$ Dollars are for the purchase of food items only at designated dining locations. Plu\$ Dollars are not allowed for purchases of gift cards, apparel or any non-food items.
 - (3) Base Operating Expense contributes to operational business costs of 19 Metro Station, the All-You-Care-To-Eat facility, such as labor costs of staff and students, utilities, supplies, uniforms, smallwares, equipment, repairs, marketing, debt service and capital expenses. As these costs are paid for as a part of the dining plan, the entry price to the All-You-Care-To-Eat facility is reduced to Licensees.
4. **VENUES.** Venues may be added or changed (or names changed) throughout the year. Venues may be open for only some Meal Periods. Information about Campus Dining venues is provided on their website at www.calpolydining.com.
 - a) [Moving from Residence Hall to Apartment or Apartment to Residence Hall](#). Moving from Residence Hall to Apartment. Licensee will be required to elect to maintain the Residence Hall Dining Plan or change to the Apartment Life Dining Plan at the time a Housing move request form is completed. Campus Dining will process all requested Dining Plan changes within 5 business days of receiving the approved move form from Housing. Notice of any refunds or change in the fees will then be sent to the University Student Accounts Office, and will

be subject to that office's policies regarding refunds and changes in fees. (*See License Terms and Conditions §21 Dining Plans & [Appendix A: Payment Schedule and Provisions](#) §5 Refunds.*)

- b) **Moving from Apartment to Residence Hall.** Licensee is required to purchase a Residence Hall Plan and will be obligated to pay all additional costs of that Residence Hall Dining Plan. Campus Dining will process Dining Plan change within 5 business days of receiving completed move form from Housing. . (*See License Terms and Conditions §21 Dining Plans & [Appendix A: Payment Schedule and Provisions](#) §5 Refunds.*)
- c) **Change effective dates.** Changes to the Dining Plan will be effective at the commencement of the next quarter. Notice of any refunds or change in the fees will be sent to the University Student Accounts Office, and will be subject to that office's policies regarding refunds and changes in fees. (*See [Appendix A: Payment Schedule and Provisions](#) §5 Refunds.*) There is no Administrative Fee for changing from Residence Hall to Apartment Dining Plan.
- 4) **NO TRANSFERS OR UNAUTHORIZED USE.** Licensee's Dining Plan is not transferable. The value and the Dining Plan may not be resold, assigned, transferred, or used by anyone else. Assisting unauthorized persons to use your PolyCard is in violation of the terms and conditions of the License. Unauthorized use of a PolyCard or a Dining Plan or tampering with or altering the PolyCard is a violation of this License and may warrant confiscation and possible disciplinary action by the University, a fine, and possible forfeiture of value expended. *License Terms and Conditions §21.e.*
- 5) **SPECIAL DIETARY RESTRICTIONS.** If Licensee has any dietary restrictions, food allergies, food intolerances, and/or religious food beliefs please contact Campus Dining prior to registration for the Housing and Dining plan. After reviewing the program and menu options the Licensee can determine whether their dietary needs can be met prior to signing the License. Contact Campus Dining at (805) 756-5939 or at campusdining@calpoly.edu. *License Terms and Conditions §21.d.*
- 6) **MULTIPLE VALUE ACCOUNT PLANS.** There are multiple Value Account Plans available to Student on campus and all are accessed through the PolyCard. The cash registers are generally set to deduct value from the PolyCard in the following order: Plu\$ Dollars and then Campus Express Club. The Student can ask the cashier in advance of payment to deduct a purchase from a specific Value Account Plan for a particular purchase, assuming that Value Account Plan is valid for that purchase.
- 7) **CONDUCT.** Students are enrolled for educational pursuits and the expectation is that their conduct will preserve an atmosphere of learning. Any Student whose conduct or behavior in or about food service venues is disruptive or in violation of law or University regulations may be subject to University disciplinary action, and Revocation of their Housing License and/or Revocation of the Dining Plan Contract.
- 8) **LOST OR STOLEN CARDS.** The Student is responsible for any charges on a lost or stolen PolyCard. Student is responsible for maintaining the integrity of the PolyCard in good working order. Magnetic fields, such as those created by TV, stereo, microwave, or magnetic clasps of wallets and purses can make a card unreadable, as can heat, water and eel skin. A minimum charge of \$5 will be charged by University's PolyCard office to replace a PolyCard for any reason. The PolyCard must be readable by cash registers in order for a purchase to be transacted. It is the Student's responsibility to report a lost or stolen PolyCard by:
 - a) Logging into the MyCalPoly portal (<http://my.calpoly.edu>), going to the Money Matters tab, clicking on the Campus Express Club channel, then clicking Lost/Stolen Card on the right, which deactivates the PolyCard and all Value Account Plans on the PolyCard;
 - b) Visiting Poly Card Services Office in Building 46
 - c) Calling Poly Card Services at 805-756-2614 during weekday business hours.
- 15) **MISCELLANEOUS.** Any situation not specifically addressed herein will be resolved at the sole discretion of CPC.
- 16) **NO INTEREST.** No interest or other earnings will be credited to the Licensee's account by Cal Poly Corporation.
- 17) **AMENDMENT OF TERMS.** CPC may amend the terms of the Dining Plan at any time.

18) OTHER TERMS

- Cancellation. See License Terms and Conditions §11.
- Revocation of License. See License Terms and Conditions §13.
- Treatment of Indebtedness. See License Terms and Conditions §18.
- Payment and refund information. See License Appendix A: Payment Schedule and Provisions.