

# Seminole Dining Terms & Conditions 2017-2018

## Contract Duration

All dining plans starting in the Fall are a two-semester contract. The duration of all dining plans is both the Fall and Spring semester of any academic year. The charge for the dining plan you select will be posted to your student account ([my.fsu.edu](http://my.fsu.edu)) once for the Fall semester, and again for the Spring semester. Note: Garnet Bucks do not constitute a valid dining plan if you are living in a hall which requires a mandatory dining plan.

## Dining Plan Overview

Your FSUCard, which serves as your dining card, is required for all transactions – no exceptions. Only the customer named on the dining plan and whose name that appears on the FSUCard is entitled to services extended under the dining plan option; dining members may not transfer their dining plan or services to other customers, with the exception of Guest Meals (for more info, see “Guest Meals” section). FlexBucks and/or Garnet Bucks may be used for guests if the dining member (whose name appears on the FSUCard) is present. If there is a violation of this policy, the FSUCard will be confiscated and the student will be subject to the Student Conduct Code. Unauthorized use may result in disciplinary action. Any remaining meals at the end of the semester are forfeited and do not roll over to the next semester. Using one meal swipe, members can eat their meal in the dining location, or take it to go. However, doing both is not permitted unless a second meal swipe is used. The carry out (to-go) policy found at [seminoledining.com](http://seminoledining.com) must be reviewed and observed. If your FSUCard is lost or stolen, you must immediately report it to the FSUCard Center. Seminole Dining is not responsible for any meals missed due to a lost or stolen FSUCard.

## Mandatory Dining Plan

Students living in Bryan Hall, Broward Hall, Cawthon Hall, Landis Hall, Gilchrist Hall, Jennie Murphree Hall, and Reynolds Hall are required to purchase a dining plan before move-in. Students in these residence halls must purchase the Open Access or 200 Your Way dining plan. Garnet Bucks do not qualify as a dining plan and therefore do not satisfy this requirement. Students who are relocated into a residence hall with a mandatory dining plan requirement after the start of the school year will have one week to select and enroll in a dining plan. In this situation, dining plans will be available at a prorated rate. If the student fails to purchase a dining plan by the payment due date, the student will automatically be enrolled in the 200 Your Way dining plan and have a hold placed on their student account until the plan is paid in full. Dining plans which may be required by a sorority or fraternity house do not satisfy the Seminole Dining plan requirement of the halls listed above.

## Greek Dining Option

Students who join a Greek organization with a meal plan included in the organization’s dues are eligible to purchase the Freedom 100 dining plan. Students who qualify must visit the Seminole Dining office, located at 104 N. Woodward Ave. (inside the FSUCard Center) before September 8, 2017 at 4:30 PM for Fall 2017 and before January 19, 2018 at 4:30 PM for Spring 2018 to purchase their dining plan. The student must show their bid card to be eligible for the Freedom 100 dining plan.

## Dining Plan Sign-Up and Payment

To sign up for your dining plan, visit [seminoledining.com](http://seminoledining.com) or the Seminole Dining Office located at 104 N. Woodward Ave. (inside the FSUCard Center). Dining plans will automatically be billed to the student’s University account. By signing up online or in-person, you are authorizing the dining plan to be billed to your University student account and you become liable for the payment. Payment may be made online at [my.fsu.edu](http://my.fsu.edu) or in-person at Student Business Services located in A1500 University Center. All checks should be made payable to Florida State University. Payments for Fall 2017 dining plans are due by September 8, 2017 and payments for Spring 2018 dining plans are due by January 19, 2018. Failure to submit payment by the above dates could result in suspension of your meal plan and you are responsible for the meals consumed at the daily cash rate.

## Downgrades

Dining plans are activated for Fall 2017 on August 23, 2017 and for Spring 2018 on January 4, 2018. Dining members may choose to downgrade their plan to another eligible plan by September 1, 2017 at 4:30 PM for Fall 2017 and by January

12, 2018 at 4:30 PM for Spring 2018. Downgrades will not be permitted after these dates. In order to request a downgrade, the dining member must visit the Seminole Dining office and complete a change request form in person.

### Cancellation

All dining plans starting in the Fall are a two-semester contract. Cancellations are not allowed, with the exception of a withdrawal from the University with written documentation from FSU Office of Withdrawal Services. A prorated refund will be posted to a student's University account based on the number of days in attendance at FSU or the number of meals consumed, whichever is greater.

If you qualify for a cancellation based on the criteria above, please complete a cancellation request form in person at the Seminole Dining office, located at 104 N. Woodward Ave. (inside the FSUCard Center). Cancellation requests must be received by August 23, 2017 at 4:30PM. This does not apply to students who live in a residence hall which requires a dining plan (see "Mandatory Dining Plan" section).

Any cancellation requests that do not meet the criteria above will be reviewed by the dining committee. Committee decisions will be made based on extenuating circumstances and will require complete explanation and supporting written documentation. Seminole Dining will contact you by email with a decision of the cancellation request within two (2) weeks of receipt.

### Dining Plan Redemption

All dining plans can be redeemed for meals at our residential dining halls including Suwannee Room and Seminole Test Kitchen.

### FlexBucks/Garnet Bucks

FlexBucks and/or Garnet Bucks may be used at any Seminole Dining location. Any unused FlexBucks will rollover to the following semester under the condition that a dining plan for that semester is purchased and payment is received. If a dining plan is not purchased, the remaining balance is forfeited. All FlexBucks expire at the end of each Spring semester. Any unused Garnet Bucks will roll over each semester until semester until graduation or withdrawal from the University. The maximum amount for tipping servers with FlexBucks is twenty-five percent (25%).

### VIP Dining Package

The VIP package can only be purchased with a dining plan. The VIP dining package allows the student to substitute one of their meal swipes, up to one time per day, at any time up to a \$6 amount at La Cocina, Mein Bowl, Natural, Garnet-n-Go Grill, 4Rivers, Chick-fil-a, Seminole Pies, Subway, or Your Way Café. The remaining balance can be paid with cash, credit/debit, FSUCash, FlexBucks, or Garnet Bucks. Any meal redeemed in either of the residential dining halls or at any of the VIP retail locations will equate to a meal plan swipe from the allotted dining plan amount.

### Guest Meals

The Open Access, 200 Your Way, Freedom 100, and Seminole 50 dining plans have three (3) guest meals per semester in addition to the total allotted meals that are already included in the dining plan. These three (3) guest meals may be used for a friend or family member in any residential dining venue. The dining plan holder whose name appears on the corresponding FSUCard must be present to redeem the guest meals. Any unused guest meals at the end of the semester will be forfeited and will not roll over to the next semester.

### Important Reminders

We recommend you register for your dining plan at Orientation. The recommended deadline to purchase your Fall 2017 dining plan is August 1, 2017. Recommended deadline for Spring 2018 dining plan is December 1, 2017. You are not required to pay both semesters up front. For your convenience, you may pay per semester. Dining facilities will be closed for Thanksgiving, winter break, and Spring break.