

# UMBC Campus Card and Mail Services

## Meal Plan Terms and Conditions

Academic Year: Fall 2020 Only

Revised: September 18, 2020

### Overview

UMBC meal plans are administered by the UMBC Department of Campus Card and Mail Services (CCMS). The UMBC Campus Card serves as your Campus ID card and is used to access meal plans as well as the various funds that may be placed on your card account for dining and other purposes. These funds include, but are not limited to, Retriever Dollars, Food Fund, Flex, and Chartwells Rewards. UMBC-issued meal plans are designed as a weekly, recurring amount of meals, or as blocks containing a specific number of meals that may be used at the campus dining facilities.

Meal plan activation begins with breakfast on the first day of the semester and ends with dinner on the last day of the semester (Graduate Student Commencement). There may be periods during the semester, such as the Fall Thanksgiving Break and the Spring Semester Break, when dining facilities are shut down and meal plans are not in effect.

As noted, meal plans do not begin until the first day of classes. To accommodate the early return of student staff and athletes, Pre-Semester Meal Plans may be purchased and arranged through the CCMS department. The cost of meals provided to residential students beginning move-in weekend through the day prior to the first day of classes are covered by the University. Access to meals is made available in accordance with the announced move-in schedule for each group of residents. Meals are not provided to any group prior to the announced arrival date. To accommodate pre-scheduled arrivals and guests during move-in, Guest Passes (if associated with the meal plan) and Flex may be used for purchases at True Grits and retail venues. All meal plan usage issues must be addressed by the CCMS department.

### Meal Plan Categories

#### **Mandatory Meal Plans**

The term 'mandatory' refers to meal plans having a minimum weekly count of 12, and the Super 225 Block. UMBC students residing on campus in a traditional residence hall are required to select a mandatory meal plan as defined in the Residential Life housing contract. Mandatory meal plans may not be reduced after the [schedule adjustment \(add/drop\) period](#) concludes for the current semester. This period of time is known as the 'grace period'. The purchase of a mandatory meal plan is a Residential Life requirement and is non-negotiable as it relates to health issues associated with having ready access to dining resources.

#### **Voluntary Meal Plans**

Recurring meal plans having a weekly count of less than 12, and block plans with a count of less than 225, are defined as 'voluntary' meal plans. Students residing in housing other than a traditional residence hall and commuters are entitled to sign up for any 'voluntary' or 'mandatory' meal plan. Voluntary meal plans may not be reduced after the conclusion of the [schedule adjustment \(add/drop\) period](#) for the current semester.

### Meal Plan Types

#### **Recurring Regular Plans**

Meal plans having a specific number of meals per week which reset weekly, prior to breakfast on Monday morning. All available meals should be used by the Sunday Late Night period as unused meals do not carry forward into the next week. Once the total count of meals for the week has been reached, no additional meals are available until Monday morning with the reset of the plan's weekly count.

Recurring regular plans allow for the use of one meal per meal period at any campus dining location (except The Skylight Room). Additional purchases within the same meal period can be made with Guest Passes (True Grits only), Flex, Retriever Dollars, Food Fund, or Chartwells Rewards.

### **Recurring Flexible Plans**

Meal plans having a specific number of meals per week which reset weekly, prior to breakfast on Monday morning. All available meals should be used by the Sunday Late Night period as unused meals do not carry forward into the next week. Once the total count of meals for the week has been reached, no additional meals are available until Monday morning with the reset of the plan's weekly count. Recurring flexible plans allow for the use of multiple meals per meal period at any campus dining location (except The Skylight Room and Retriever Markets).

### **Block Plans**

Block plans are presented as a total count of meals available for an entire semester. Block plans do not reset on a weekly basis. A special feature of the block plans is the ability to have multiple meals during the same meal period at True Grits only. Block plans do not allow multiple meals per meal period at retail locations. Once the total count for the plan has been reached, no additional meals are available through that particular block plan. Additional block plans may be purchased at any point during the semester.

### **The Ultimate Plan**

The Ultimate plan allows unlimited entry into True Grits during any meal period for the entire semester. Retail use, however, is restricted to one equivalency use per meal period. Additionally, the first use of The Ultimate plan during any specific meal period determines subsequent use for the remainder of that meal period. If that first use is at True Grits, no meal equivalency may be used for that period; if that first use is an equivalency, True Grits may not be entered during that period.

### **Meal Periods**

<b><u>Meal Period</u></b>	<b><u>Times</u></b>	<b><u>Equivalency Value</u></b>
Breakfast	6:00AM - 10:59AM	\$6.60
Lunch	11:00AM - 3:59PM	\$6.60
Dinner	4:00PM - 7:59PM	\$6.60
Late Night	8:00PM - 2:59AM	\$6.60

### **Additional Dining Benefits**

#### **Guest Passes**

All recurring meal plans having a count of 12 or higher, the Super 225 Block, and The Ultimate meal plan include five guest passes. Guest Passes may not be used as 'extra' meals for the plan holder and are intended to treat family and friends of the plan holder to meals at True Grits dining hall during a regular meal period. Guest Passes are only valid at True Grits and may not be used at any other campus location. To use a Guest Pass, inform the cashier of your intention and an available pass will be deducted from your account by card swipe. Guest Passes are not transferable and any remaining passes are forfeited at the end of the semester.

### **Meal Plan Adjustments**

#### **Meal Plan Adjustments**

Students may decrease their meal plan selection any time prior to the conclusion of the [schedule adjustment \(add/drop\) period](#) (the grace period). There are no processing fees associated with making changes to the meal plan selection; however, regular proration fees will be applied. After the grace period, meal plans may not be reduced or removed. Meal plans may be increased at any time during the semester without incurring a processing fee. Regular proration fees apply.

#### **Per Diem Charges**

The Dining Services vendor (Chartwells) is paid daily per active meal plan in the CCMS transaction processing system and not on a 'meals eaten' basis. This arrangement exists to assure adequate food availability for the maximum potential diners on any particular day.

Weekly meal plan holders are responsible for paying the meal plan per diem charge regardless of plan use. Charges for dropped or changed weekly plans will be prorated and are calculated based on the number of days the existing plan was active in the system. Meal plans applied after the start of the semester will be billed at a prorated amount based upon the day of activation.

Block plans and Flex are prorated by actual usage, not per diem rates. Block plans are billed at the full value of the plan regardless of the day of activation. Additionally, Flex is applied at the full plan value regardless of activation date or any previous plan usage.

### **Retail Operations in True Grits**

#### **Late Night and Retriever Market**

True Grits dining hall offers 19 serving times during the typical week based on the traditional breakdown of breakfast, lunch/brunch, and dinner. Food is available in True Grits outside these meal periods through the Late Night and Retriever Market operations. Late Night is a retail operation that allows the purchase of food through use of a meal equivalency, Flex, Retriever Dollars, Food Fund, or Chartwells Rewards. Late Night is offered in Wing 2 of True Grits, every day from 9:00 PM – 12:00 AM. Prepackaged, convenience-type food and beverages are available in the Retriever Market every day from 6:00 PM – 12:00 AM. Purchases may be made using an available meal equivalency, Flex, Retriever Dollars, Food Fund, or Chartwells Rewards.

### **Auxiliary Funds**

#### **Flex**

Flex is a dedicated fund automatically attached to a specific meal plan which may be used to purchase food at any Dining Services venue. Flex amounts are ‘dollars’ pre-determined for each plan and may not be purchased separately, or increased during the semester. While Flex may be used for any Dining Services purchase, they are intended to cover the difference between a meal equivalency allowance and actual cost of the meal at retail venues. Regular semester Flex does not carry forward and all unused Flex is forfeited at the end of the semester. The only exception is the \$50 Flex and \$100 Flex plans offered during the Winter and Summer Sessions where unused Flex is credited to the subsequent semester. Flex may only be used at Dining Services venues on campus with one exception; Papa John’s Pizza located at 1407A Sulphur Spring Road, Halethorpe, MD 21227.

#### **Retriever Dollars**

Retriever Dollars is money added to the Campus Card by cash, check, or credit card. Once added to the card, Retriever Dollars may be used for purchases at any campus location that accepts the Campus Card which includes all campus dining locations. Retriever Dollars are subject to the CCMS Campus Card Accounts Refund Process which occurs at the end of the Academic Year, prior to the beginning of the Summer Sessions. Please note a \$15 administrative fee will be assessed on all account refunds. [More information can be found here.](#)

#### **Food Fund**

Similar to Retriever Dollars, Food Fund is also money added to the Campus Card by cash, check, or credit card, but may only be used at dining locations. Food Funds are subject to the CCMS Campus Card Accounts Refund Process which occurs at the end of the Academic Year, prior to the beginning of the Summer Sessions. Please note a \$15 administrative fee will be assessed on all account refunds. [More information can be found here.](#)

## **Contact and Support**

### **Online Support – Meal Plan Purchases and Adjustments**

To purchase a meal plan, or make an adjustment to a meal plan selection, [click here](#), or follow the instructions below:

- Navigate to [campuscard.umbc.edu](http://campuscard.umbc.edu)
- Select 'Support'
- Select 'Meal Plan Purchases and Adjustments'
- Complete all appropriate boxes
- Select 'Submit'

### **Online Support – General Inquiries**

For assistance with anything other than the purchase or change of a meal plan, [click here](#), or follow the instructions below:

- Navigate to [campuscard.umbc.edu](http://campuscard.umbc.edu)
- Select 'Support'
- Select 'General Inquiries'
- Complete all appropriate boxes
- Select 'Submit'

### **Address and Hours of Operation**

Hours of Operation: Monday – Friday, 10:00 AM – 2:00 PM

Telephone: 443-612-2273

Fax: 410-455-8622

Mailing Address: UMBC Campus Card & Mail Services  
1000 Hilltop Circle  
University Center 112  
Baltimore, MD 21250