

## MEAL PLAN TERMS & CONDITIONS

### A. Requirements

- a. Participants must be an actively enrolled student with the University of Houston campus.
- b. All charges for Meal Plans or Cougar Cash Plans will be placed on the student's university account and will be subject to the same payment deadlines and penalties as other university charges.
- c. Participants are divided into two groups:
  - i. Mandatory Participants (Residential students living in Moody Towers, the Quadrangle and at Cougar Village) are contractually required to be on a Meal Plan and are restricted to certain Meal Plans based on classification (see Meal Plan Options below). Mandatory participants are required to have Meal Plans each semester for the academic year.
  - ii. Voluntary Participants (any other student including students living in Bayou Oaks, Cambridge Oaks, Cougar Place, Cullen Oaks, and Calhoun Lofts) can choose whether to purchase a Meal Plan and can choose any Meal Plan offered. Meal Plans for Voluntary Participants are for the semester and students will need to select a Meal Plan each semester.
- d. Authorization to Release Personal Information to UH Dining Services for JAMS Reward Program:
  - i. I understand that by completing my enrollment in a Meal Plan at the University of Houston, I hereby voluntarily authorize officials in the Cougar Card Office, on behalf of the University of Houston, to disclose the personally identifiable information listed below from my Meal Plan enrollment record to representatives of UH Dining Services for the sole purpose of providing me with information regarding the JAMS Reward Program. I hereby authorize the Cougar Card Office to release my name, student or employee identification number (as applicable), mailing address and email address.
  - ii. I understand that the above-referenced information may be released orally or in the form of copies of written records, as preferred by UH Dining Services. With regard to the disclosure of my home address and home telephone number to UH Dining Services, as contemplated by this authorization, this authorization shall supersede any request that I may have previously submitted to the University of Houston under Texas Government Code § 552.024. This authorization will remain in effect from the date it is executed until revoked by me, in writing, and delivered to the Cougar Card Office.

## B. Meal Plan/Cougar Cash Options

- a. **Weekly Meal Plans** are eaten in the all-you-care-to-eat dining facilities (RFoCs) located at Moody Towers and the Quadrangle (Oberholtzer Hall) with a limit of four (4) meals per day. Weekly meals will be reset every Sunday, unused meals will not carry forward from week to week. Weekly meal plans expire at the end of each semester.
- b. **Block Meal Plans** are eaten in the all-you-care-to-eat dining facilities (RFoCs) located at Moody Towers and the Quadrangle (Oberholtzer Hall) until all meals are used. Block meals carry forward from week to week, but expires at the end of each semester.
- c. **Cougar Cash** can be used in all dining facilities managed by the UH Dining Services which includes retail venues in the University Center, Satellite and on campus convenience stores. Cougar Cash can also be used at McAlister's Deli, Tealicious, Chinese Star, and Shasta's Cones and More. Cougar Cash cannot be used to purchase cigarettes or alcoholic beverages. Cougar Cash is non-refundable (see Cougar Cash Restrictions below). The following students are allowed to choose an all declining Cougar Cash Plan:
  - i. Sophomore, junior, and senior residents living in the Quadrangle, Moody Towers, and at Cougar Village with two (2) or more semesters.
  - ii. All residents living at Cougar Place, Cullen Oaks, Cambridge Oaks, Bayou Oaks, and Calhoun Lofts.
  - iii. All other students enrolled at the University.
- d. All students who choose a meal plan will receive a reusable "to go" meal container. UH Dining Services is eliminating all Styrofoam products from their operations in an effort to support environmental stewardship on campus.

## C. Meal Plan/Cougar Cash Restrictions

- a. Starting the first day of classes, there will be a 24 hour delay before meals or funds are deposited to your Meal Plan account or your Cougar Cash account [(also known as your Cougar Card) excluding weekend and holidays] unless the Meal Plan or Cougar Cash is designated for a specific time period.
- b. The Meal Plans and Cougar Cash accounts are separate accounts from your Flex Account and Higher One Bank Account.
- c. Meal Plan and Cougar Cash participants are not allowed to transfer funds between any accounts.
- d. Cougar Cash cannot be used to purchase cigarettes or alcoholic beverages.
  - i. Cougar Cash Balances are non-refundable.
  - ii. Cougar Cash Balances continue to roll over from one semester to the next semester.  
Cougar Cash Balances will be forfeited after one year of inactivity.
- e. Meal Plans and Cougar Cash plans are non-refundable unless approved through the Meal Plan Petition process. Any refund is credited back to the

student's university account and will be applied to any outstanding balances. There will be no cash refunds for closed Meal Plan or Cougar Cash accounts. Please see the Meal Plan Petition process outlined below.

- f. Once the semester begins, students are allowed to make only one change to their Meal Plan selection up to the 12<sup>th</sup> class day (the official reporting day of each semester) at the Cougar Card or Residential Housing office.

#### **D. Cancellations**

- a. No Shows/Pre-move in cancellations: Full Refund.
- b. Moody Tower, Quadrangle, or Cougar Village residential students who cancel their Residential Services Agreement by the 12<sup>th</sup> class day will be prorated.
- c. Moody Tower, Quadrangle, or Cougar Village residential students who cancel their Residential Services Agreement after the 12<sup>th</sup> day will be required to maintain their Meal Plan or Cougar Cash Plan for the remainder of the semester.
- d. All students who have withdrawn from the University will be required to provide official documentation from the University and submit a Meal Plan Petition and follow the process outlined below.

#### **E. Meal Plan Petition Process:**

- a. Students may request a Meal Plan or Cougar Cash Plan change or adjustment by completing the required Meal Plan Petition online at <http://www.uh.edu/auxiliaryservices/dining/mealpetition.htm>.
- b. The following information will be required:
  - i. Student's Classification
  - ii. Living Arrangements (Campus or Commuter Student)
  - iii. An Activity Report provided by either the Cougar Card Office or the Housing Service Office.
  - iv. Documentation of reason: (Health Issues: Physician Verification Academic Issues: University Withdrawal Verification).
  - v. Any change in the student's circumstance since signing up for a plan.

For more information regarding Residential Meal Plans, contact the Housing Service Office at (713) 743-6000. For more information on Voluntary Meal Plans contact the Cougar Card Office at (832) 842-2273 (CARD).

*These Terms and Conditions are subject to change without notice.*