

Rutgers Dining Services

Rutgers Dining Services serves over 30,000 meals per day and is one of the essential services to the University. There are four dining halls and many retail operations located on the five campuses. To maintain your energy level, eating right is essential. This is why Rutgers Dining Services is working hard to bring you meals and dining plans that will fit your schedule and lifestyle. We satisfy all types of appetites with the selections we offer:

- Traditional favorites like pizza, burgers, and french fries.
- A variety of nutritious entrees, fruits, vegetables, pastas, soups and a super salad bar to meet the needs for health conscious eaters, in addition to daily meatless entrees and specialty selections for students who prefer vegetarian, vegan, and kosher diets.
- Treats such as smoothies, cappuccinos, desserts, and baked goods served fresh daily!

Whether you are a light eater, a "grab and go" diner, or an active athlete who would never miss a meal, Rutgers University Dining Services has a flexible Dining Plan to meet your needs.

All applicants must read and agree to abide by the following RU Express and Dining Services Terms and Conditions to proceed with this application process.

Rutgers RUConnection Student ID Card (RUID)

The RUConnection card is the official photo identification card of Rutgers University. The RUConnection card is the mechanism for accessing the cardholder's account(s) or privileges. Access to University facilities or cardholder's account(s) may be denied if your account has been suspended by the University for administrative reasons, if you deactivate your card, or if the card's magnetic strip is damaged and will not scan.

The RUID card is the property of Rutgers University and is non-transferable. Only the cardholder may present the RUConnection card for purchases and other privileges. RUConnection ID cards will be confiscated if presented by someone other than the cardholder or if the card is involved in inappropriate or illegal use. Fraudulent use of the card will result in disciplinary action or penalties.

The RUConnection ID card may be obtained at the RU Express/Board Plan Office, Records Hall, Room 102, on the College Avenue Campus. A government photo ID, such as a driver's license or passport, must be presented upon issuance of the RUConnection card. Replacement cards will be issued for a \$15.00 fee.

Meal Plan Terms and Conditions

Board plans may be utilized at any of the four dining halls Brower Commons, Busch, Neilson, and Tillett Dining Hall, and select retail operations by presenting your RUConnection Card to the courtesy/cashier worker.

Acquiring a meal plan Students may obtain a meal plan at the RU Express/Board Plan Office. It is the student's responsibility to make payment for meal plan charges placed on their term bill, regardless of whether an actual bill is sent to them or not. Your meal plan selection is only for use during a single semester. In addition, the meal plan you have selected for the Fall semester will automatically be charged to your term bill for the Spring semester. **Refunds or credits are not provided for unused meals.**

Minimum Requirements Students living in a residence hall have a minimum requirement depending upon their class status.

- First-year students living in a residence hall are required to have a 210 meal plan or greater.
- Upperclassmen living in a residence hall are required to have a 105 meal plan or greater.
- Off-campus students and students residing in University apartments may select any of the meal plans, including the 75 or 50 meal plan however they are not required to have a meal plan.

Guest meals Meal plans are non-transferable, but students may use 10 of their meals for their guest(s). Additional guest meals may not be purchased. Only one guest meal may be allocated for each guest. Guest(s) must be present when utilizing guest meals.

Two week change period Meal plan reduction and cancellation requests may be made in person at the RU Express/Board Plan Office before the end of the first two weeks of the semester only. Reduction requests will be granted only if the new selection is equal to or greater than the student's minimum requirement. Cancellation requests will be granted only if the student does not have a minimum meal plan requirement. Cancellations made after the two week change period will be assessed a \$50 cancellation fee and will only be allowed if the meal plan was not utilized at all.

Students may purchase additional meals or buy up to a higher meal plan anytime throughout the semester.

Mini blocks A mini block is equivalent to 5 meals. The option to purchase mini blocks is available only to students with a Rutgers meal plan. The student may only purchase a maximum of five (5) mini blocks in any given semester.

Students who have withdrawn or have been dismissed from the University must notify the RU Express/Board Plan Office as soon as possible, to ensure the appropriate adjustments are made to their financial record. Residential students who terminate their residential housing arrangement prematurely must also contact Dining Services directly at the RU Express/Board Plan Office to request release from their meal plan. Refunds will be determined on a prorated basis for those in such situations mentioned above. There will be no refunds issued after the 12th week of the semester.

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RU Express Terms and Conditions

Closing Accounts A card holder may request a withdrawal of their funds only if they are graduating, withdrawing, or is being dismissed from the University. The refund request form is located at <http://ruexpress.rutgers.edu> under the FAQ section. Written request forms must be submitted to the RU Express/Board Plan Office, Records Hall, Room 102, College Avenue Campus. Proof of withdrawal or dismissal is required. Student Accounting Services will determine if a student is entitled to a refund check based on their financial obligations to the University. Checks will be mailed to the permanent address as indicated on the student record. Please make sure your address is updated on the registrar's web site (<http://registrar.rutgers.edu>).

Refunds of any remaining balances will not be automatically issued at the end of the spring semester. Instead, balances will continue to roll over from semester to semester, year after year.

Funds deposited to the account must be expended by performing sales transactions. Cash withdrawals may not be made from the account. RU Express funds may not be utilized to pay for any term bill charges.

Inactive Accounts RU Express accounts showing no card holder activity after 18 months will be closed and funds residing in the account will be forfeited.

Two Week Change Period Initial deposits for any semester may be reduced or cancelled during the two week change period as long as the new funds have not been utilized. This must be done in person at the RU Express/Board Plan Office. Your first deposit made during the fall semester will automatically become your first deposit for the spring semester.

Report lost/stolen cards immediately to the RU Express/Board Plan Office. You may suspend the card immediately at <http://food.rutgers.edu> to avoid unauthorized use of your account. Select "Manage Your Account", log in with your NetID and password and select "Suspend/Reactivate your card" to suspend your card. The University's liability limit for unauthorized use on lost/stolen cards is \$50.00.

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FAILURE TO ABIDE BY THESE TERMS AND CONDITIONS MAY SUBJECT THE STUDENT TO DISCIPLINARY ACTION. The University reserves the right to require you to leave the facilities and/or revoke dining rights for failure to abide by these terms and conditions.

A "HOLD" WILL BE PLACED ON STUDENT RECORDS FOR NONPAYMENT OF ANY HOUSING OR DINING FEES.

WE STRONGLY RECOMMEND THAT YOU PRINT OUT A COPY OF THE ABOVE TERMS AND CONDITIONS FOR YOUR RECORDS.