



# Queen's Hospitality Services – Campus Meal Plan Contract

## Meal plans for all university staff and students not on the Residence Meal Plan.

**Trade a Meal (TAM):** TAMs are a convenient flexible option to your meal plan allowing you to trade a dining hall meal for a retail meal at participating locations. TAMs are not additional meals added to meal plans, they count as a meal swipe. Plans C3 and C7 include a total of 200 TAMs, and you can use up to four TAMs per day.

**\*Flex \$:** Flex \$ is simply money loaded onto your student, staff, or faculty card help budget your spending on food and beverages on campus. With the swipe of your card, the transaction amount will be deducted from your balance by the cashier at participating campus retail locations or dining halls. \*Flex \$ purchases are subject to HST.

**ECO Container Program:** All Campus Meal Plans are automatically enrolled in the ECO container program with a \$5 flex deposit. All plan holders will have the opportunity to return the container/carabiner to a participating retail location to receive the \$5 deposit back.

## **Terms and Conditions**

1. Campus meal plans are valid from September to April.  
Flex \$ do not expire and will be carried over to the next academic year. Except, if you are a graduating student, your Flex \$ will automatically expire at the end of your final term.
2. Flex \$ are refundable (a \$50 administration fee will apply to all withdrawals – bonus dollars are not refunded).
3. You must present your meal card for all meals and transactions.
4. To protect your Flex \$, a lost card must be reported to the Queen's Hospitality Services Office (in Victoria Hall), or to any cashier in order to freeze your account. A temporary card will be issued. Visit our website [dining.queensu.ca](http://dining.queensu.ca) for more details.
5. A student, staff, or faculty card that can be connected to a Campus Meal Plan is issued to everyone upon arriving to Queen's and shall be kept for the duration of your time being on campus. A replace fee will apply to lost or damaged cards.
6. Due to tax regulations, certain items may be subject to applicable taxes.
7. You have 30 days from the initial purchase to refund or switch your Campus Meal Plan, subject to applicable fees.

Queen's University Hospitality Services collects certain personal information from resident students and is committed to protecting that information. This information used for the following purposes on behalf of Queen's Residences:

- to process meal plan application forms
- to assess the efficiency of our operations
- to communicate with students, parents and others regarding our services
- to bill, collect and account for provision of meal plans

In the collection, use, disclosure and retention of personal information Queen's University Hospitality Services will comply with the University's Freedom of Information and Protection of Privacy Guidelines, the University Registrar's Student and Applicant Record Policy and practices and applicable federal legislation.

*Queen's Hospitality Services reserves the right to cancel a meal plan and suspend meal privileges at any time.*