Contract Terms and Conditions

The period of the contract corresponds to the opening and closing of the residence halls each semester. The participant will have access to his or her dining plan during that time. Fall semester contracts are automatically renewed for the spring semester unless changed or canceled during the published dining plan change period.

Dining Plan Changes

Dining Plan changes will only be accepted at the Customer Service/ID Office in Susan B. Anthony Hall using the official Dining Plan Amendment Request. Eastman School of Music students can get a Dining Plan Amendment Request from a Manager at the Eastman Dining Center.

Use the Budgeting Calendar to gauge where your declining balance usage should be throughout the semester.

The Bursar's Office cannot process dining plan changes. Changes noted on a tuition statement are not valid and will not be processed.

Dining change period(s):

- **Fall semester**: 08/31/16-09/07/16 (there is a $25.00 modification fee for plan changes or cancellations.)
- **Open Spring Modification**: 10/24/16-10/28/16; 11/28/16-11/30/16
- **Late Spring Modification**: 01/23/17-01/27/17 ($25.00 modification fee applied)

Dining Plan Exemptions

Participants requesting exemption from dining plan requirements must request and submit a Dining Plan exemption Request to the Customer Service/ID Office in Susan B. Anthony Halls. The request will then be forwarded to the University Dining Advisory Committee. Requests for exemption for religious reasons will be reviewed with appropriate University authorities. They will make recommendations to the committee. Exemptions for special dietary needs or medical reasons must be submitted in letter format from the participant’s medical doctor on the physician’s letterhead. This request should be mailed to:

Director, University Health Service, University of Rochester, P.O. Box 270617, Rochester, New York 14627-0617.

For all such requests, we ask that the student provide a description of the special diet that needs to be followed due to his/her medical condition. The request will be reviewed, and recommendations will be made to the University Dining Advisory Committee. Decisions of the University Dining Advisory Committee are final. Only one exemption per participant will be considered in an academic year.

Refund Policy

**Meal Plans**

Refunds of unused declining balance will be issued for any participant who withdraws from the University or whose status changes to inactive during a semester, as certified by Academic Support, the Registrar’s Office, or the appropriate dean. Refunds will be credited through the University’s Bursar statement. Meal plan costs are also credited through the University’s Bursar statement and are subject to proration based upon the official date of cancellation.

**URos Accounts**

URos account balances will carry over from year to year until graduation. Upon graduation, any unused balance of $20 or more will be refunded to you via the University’s Bursar statement. Should you withdraw or resign from the University, during or at the close of a semester, any unused balance of $20 or more will be refunded via the University’s Bursar statement.