



*residential*  
**LIFE &  
DINING  
SERVICES**



UNIVERSITY of  
ROCHESTER

KITCHEN

7'

10'

DRESSING  
ROOM

8'

15'





# letter from the directors

On behalf of Residential Life and Dining Services, we look forward to serving you in 2019–20. As always, the coming year promises to be very exciting with initiatives by Residential Life, the College, and Dining Services.

This booklet is the University of Rochester “Residential Life and Dining Services Application-Contract” for 2019–20. Please retain this booklet because it becomes your official contract text when you submit your application. Returning students will submit their housing and dining applications online as well as selecting their rooms online. Go to <https://webhousing.reslife.rochester.edu/webpatron> to complete the application as described in the Room Selection instructions. Confirmations of room selection and dining selection will be sent to your email account. Transfer students will be submitting their housing and dining applications online through the Admissions portal. **Please note that even if you are planning to live off-campus next year, all students must submit a dining contract.**

Specific details of changes in housing are published in other Residential Life publications, and we encourage upperclass students to study those materials. Please read through these materials and attend information sessions about housing selection.

- Current first-year students (rising sophomores) have a two-year housing requirement—you must live on campus both your first and sophomore years.
- Fraternity Quad fraternities and free standing houses (Douglass Leadership House and Drama House) are part of the Residential Life system and students living in these houses will be filling out housing and dining contracts through this process.

Residential Life and Housing Services is the source of information for all on-campus housing options—residence halls, fraternity houses, and special interest housing. The main Residential Life and Housing Services office is located at 020 Gates in Susan B. Anthony Halls.

Please be advised that all students living on and off campus are required to participate in a meal plan at some level for the 2019–20 academic year. As part of the room selection process, you must select a meal plan. If you do not complete the online dining registration or return a dining contract, you will be enrolled in the appropriate minimum plan requirement, and you will be assessed a \$50 late registration fee. If you request a plan that does not meet the minimum requirement for your residential group, you will be assigned to the required minimum plan. Information concerning all meal plans can be viewed at the University Dining Services website at [dining.rochester.edu](http://dining.rochester.edu) or by visiting our Customer Service/ID Office in Susan B. Anthony Halls.

We encourage financial aid recipients who have questions regarding how Financial Aid incorporates the cost of their meal plan and housing when determining their financial aid eligibility to connect with their financial aid counselor.

We hope 2018–19 has been a good year for you in University housing and dining services. We look forward to serving you in 2019–20. Good luck in the online room selection process!

Sincerely,



Laurel Contomanolis  
Executive Director, Residential Life and Housing Services



Cam Schauf  
Director, Campus Dining Services and Auxiliary Operations

## RESIDENTIAL LIFE OFFICE

University of Rochester  
020 Gates Wing  
Susan B. Anthony Halls  
Box 270468  
Rochester, New York 14627-0468  
(585) 275-3166  
(585) 276-1886 fax  
[housing@reslife.rochester.edu](mailto:housing@reslife.rochester.edu)  
[www.rochester.edu/reslife](http://www.rochester.edu/reslife)

## DINING SERVICES

University of Rochester  
005 Morgan Wing  
Susan B. Anthony Halls  
Box 270315  
Rochester, New York 14627-0315  
(585) 275-8756  
(585) 273-1030 fax  
[mealplans@services.rochester.edu](mailto:mealplans@services.rochester.edu)  
[www.rochester.campusdish.com](http://www.rochester.campusdish.com)

# RESIDENTIAL LIFE CONTRACT CONDITIONS *for students of all class years*

This contract is a legally binding agreement for housing at the University of Rochester. Once it is submitted, you will be contractually obligated for University housing for the fall and spring semesters of the 2019–20 academic year subject to the conditions below. By signing the Residential Life/ Dining Services Application-Contract you agree that:

**1. On-Time Class of 2020 and 2021 Applications.**

Students submitting this application by the published upperclass application deadline are qualified for a regular or crowded space in University housing if adequate space is available.

**Late Class of 2020 and 2021 Applications.** If space remains after all on-time applicants have been offered assignments, late applicants will be offered assignments based on the order in which their applications are received. You are not required to accept an assignment offered in this way. However, once you accept, you become contractually obligated for University housing for the fall and spring semesters of the 2018–19 academic year subject to the conditions below.

**Class of 2022 Applications.** All Class of 2022 sophomores are entitled and obligated to live in University housing for the fall and spring semesters of the 2019–20 academic year subject to the conditions below. Students who submit an application on time will be allowed to participate in the annual room selection process. Students desiring to live at home with family must petition for release from this requirement prior to submitting a housing application.

**Late or Missing Class of 2022 Applications.**

Class of 2022 sophomores who submit late applications or do not submit any materials will be automatically assigned housing following the annual room selection process in remaining available or crowded space. Charges for 2019–20 will be posted to the student term bill. Students with Bursar holds will be assigned available housing after all other 2022 sophomores have been assigned.

**New First-Year Student (Class of 2023)**

**Applications.** Eligible new first-year students are entitled to and obligated for University housing for the fall and spring semesters of the 2019–20 and 2020–21 academic years subject to the conditions below and are bound by the 2019–20 Residential Life and Dining Services Application-Contracts. Submitting this application after the New Student Priority Deadline may result in delayed assignment, lower preferences, and/or assignments to crowded housing. Students desiring to live at home with family must petition for release from this requirement prior to submitting a housing application. The decision whether to grant a release is at the University's discretion and shall be final.

1. No assignment will be made unless you have paid your enrollment deposit (new students) or have been cleared by the Bursar's Office (continuing students).
2. You are applying for an assignment within the residence halls system and not for any specific space. Assignments will be made according to the procedures established by the Executive

Director of Residential Life and Housing Services.

3. If you arrive at school late or leave early or are required to leave for disciplinary reasons, the full-year contract is still binding on you, except as explicitly otherwise provided in this document.
4. By signing and submitting this application, you accept responsibility to pay all resultant charges for residential life services, even if you do not make use of some or all of the services noted. The University agrees faithfully to provide those services unless events beyond its control prevent its doing so.

**GENDER INCLUSIVE HOUSING**

Gender-inclusive housing seeks to provide an environment that is welcoming to all gender identities and is not limited to the traditional gender binary (male and female). We recognize that same-sex room assignments are not ideal or appropriate for all students. We provide opportunities for students in singles in suites and apartments as well as double room housing on coed floors. This housing option allows students to select roommates regardless of their sex, gender, or gender expression. Unless specific mutual requests are made by the roommates, Residential Life will assign students based on the standard gender binary (male/female). The Director of Housing Operations will work with students individually to facilitate this housing option. Contact [housing@reslife.rochester.edu](mailto:housing@reslife.rochester.edu) to begin the conversation.

## **ELIGIBILITY**

### **FULL-TIME REGISTERED UNDERGRADUATE STUDENTS**

Eligibility is limited to full-time River Campus undergraduates. T-5 and E-5 students are not eligible for housing. Students who have part-time status for medical reasons or who, upon the approval of the appropriate dean, change to part-time status for spring of the senior year may be allowed, with the approval of the Executive Director of Residential Life and Housing Services, to retain eligibility for residence halls. Non-students are not permitted to live in the residence halls.

## **CONTRACT PERIOD**

### **ACADEMIC TERM OCCUPANCY**

You may occupy your assigned room in the residence hall while fall and spring academic terms are in session commencing with the dates published by Residential Life for either upperclass or first-year students or freshmen (as appropriate) move-in for fall term 2019. Your right to room occupancy ends 48 hours after your last spring term final examination. Extensions must be approved by your Area Office. Graduating seniors may remain until noon Monday, May 18, 2020.

### **SEMESTER BREAK CLOSING AND SPRING OPENING**

Residence halls are closed, and you will not be permitted to enter or occupy your room, during the winter vacation period, 9 a.m. Saturday, December 21, 2019, until 9 a.m. Saturday, January 11, 2020. Students new to housing spring term are allowed to move in at noon Sunday, January 12, 2020.

## **SEMESTER BREAK HOUSING**

Semester break housing is offered in the Susan B. Anthony and Genesee Halls, Riverview, Brooks Crossing, and Southside (de Kiewiet, Valentine, and Maisonettes). All other buildings are closed during the semester break period. Students who live in the areas offering semester break housing may remain in their own rooms. Students who do not live in one of these must negotiate with another student who does live in one of the semester break areas to use their space for the break period. Students may not sublet their room during the break period. Hostel-like housing in lockable lounges will be available in Susan B. Anthony Halls for students who are not able to identify an opportunity to stay in another student's room. There is a nominal charge for break housing, and students must register with the Office for Residential Life and Housing Services in order to stay.

### **UNIVERSITY ROOM USE**

The University reserves the right to use student rooms for temporary housing of others during vacation periods and at other times for emergency purposes.

### **EARLY ARRIVAL AND LATE DEPARTURE CHARGES**

This contract is for specific dates. If you occupy before these dates without approval or fail to vacate your room by the times specified in this contract, you will be assessed a minimum charge of \$75 per day, and you may be subject to improper check-out, lock change, and packing fees, as well as possible disciplinary action.

## **CONTRACT CONDITIONS**

### **ROOM USE**

Your residence hall space is to be used only as your own living quarters and in accordance with the rules and regulations of the University, which are subject to change from time to time, without notice. Those rules and regulations are contained in the Official Bulletin of the University of Rochester; in the contract booklet; in Standards of Student Conduct: A Guide to the University of Rochester Conduct Process and Policies; in the Residential Network Acceptable Use Policy; in Residence Hall Area Handbooks; and in other notices from the Residential Life and Housing Office and the Office of Fraternity and Sorority Affairs (FSA).

### **FAILURE TO OCCUPY**

If you do not check in and occupy your assigned room by 5 p.m. Sunday, September 2, 2018, you will forfeit your specific room assignment. You may apply for a waiver of this rule in writing to the Executive Director of Residential Life and Housing Services at least five (5) days in advance of the first day of classes, giving the reasons for your late arrival. Any waiver must be approved by the Executive Director of Residential Life and Housing Services. Failure to occupy does not void this contract. You will be assigned to an available space when you present yourself at the Residential Life Office to request a new assignment.

### **DESIGNATED ROOM ASSIGNMENT**

You are assigned to a specific room in the housing system. Any change in room assignment must have prior approval by the Office for Residential Life and Housing Services. If you change rooms without prior

approval or you fail to move after accepting a room change, you may be assessed a \$50 improper room change charge, the room change may be revoked, and you may be subject to disciplinary action.

### **REDUCING TRIPLED SPACES (FIRST-YEAR HOUSING ONLY)**

If you are in designated tripled housing for reasons other than choice, Residential Life will attempt to place you in standard housing as soon as possible, within established priority procedures. Where space allows, you may elect to remain in the tripled space. The decision to remain in tripled housing must be unanimous among all residents of the room, otherwise detripling must proceed. Unless all residents of a tripled room mutually determine which person(s) will move, Residential Life will make the determination.

### **LAUNDRY ROOM USE**

Included in the student housing fee is prepaid use of laundry machines in the residence halls.

### **VACANCIES**

If a vacancy occurs in a room or in a room within a suite, you must accept a new occupant as assigned by Residential Life to fill the existing vacancy. Behavior which discriminates against an interested student or assigned occupant will be considered sufficient grounds for discipline, including reassignment or removal from housing, without refund, as determined by the Executive Director of Residential Life and Housing Services. When there is a vacancy in a room, students should refrain from spreading out in the room. Students should only occupy their portion of the room.

### **VACANCIES IN FRATERNITIES, SORORITIES, FREE STANDING HOUSES, AND SPECIAL INTEREST HOUSING GROUPS**

Groups are expected to keep their houses or floors fully occupied both fall and spring terms. Residential Life will work with groups to maximize occupancy and reduce unoccupied space. Failure to fill the group's allotted housing may result in a reduction of rooms or suites, consolidation to smaller quarters, or loss of the house.

### **UNAUTHORIZED OCCUPANCY**

Occupancy of any room is limited to the student(s) assigned to that room. Rooms may not be subleased nor lent. All students involved in such situations are subject to financial penalty and disciplinary action.

### **OVERNIGHT GUESTS**

All overnight guest stays are contingent on the approval of all occupants of the living spaces. An overnight guest (any person staying in a room overnight who is not the designated occupant of that room) may stay in a room up to four (4) nights per month.

### **RESPONSIBILITY FOR GUESTS**

You are responsible for your guest's (overnight or not) conduct in your living area or building (whether you are present or not), and you may be held accountable for any misconduct, loss, or damage caused by your guest.

### **BUSINESS USE OF STUDENT ROOMS**

Commercial use of your room or solicitation anywhere on the premises is strictly forbidden. This includes commercial use of ResNet connections. Specific exceptions for approved

student concessions in residence halls and those participating in the Kauffman Entrepreneurial Year must be reviewed and authorized in writing by the Office for Residential Life and Housing Services.

## **FINANCIAL CONDITIONS**

### **PAYMENT**

Room and Dining Plan charges for the period of this contract are posted to the term bill and are payable to the Bursar's Office subject to conditions applying to the term bill.

### **ROOM RATES**

Rates are established and announced for the academic year by the University. Differential rates may be charged for rooms with other than standard occupancy and bills adjusted accordingly. Rates may vary among different residence areas and sections of campus.

### **FINANCIAL AID**

For students considering living off campus, it is important to talk with the Financial Aid Office. A student's financial aid could be adjusted based on whether a student is living on or off campus.

## **CONTRACT RELEASES**

### **WITHDRAWAL FROM THE UNIVERSITY**

If you voluntarily withdraw from the University or go on inactive status, you will be liable for payment up to the date of formal contract termination (approval of contract release; completed room check-out; and surrender of University ID card to the Customer Service Center). Charges will be prorated from the

beginning of the contract period to the date of formal contract termination. If you return to active status at any time during the term of the contract, this contract is automatically reinstated.

### **STUDENTS CONTINUING AT THE UNIVERSITY**

Once this contract is binding, as noted above, you will not be released from this contract for the contract period so long as you are a continuing student at the University, except if

- A. the residence halls system is oversubscribed and Residential Life has authorized your release from this contract to reduce oversubscription;
- B. you are married during the contract period (documentation required) and are living with your spouse;
- C. you have medical reasons for release\*, and Disability Services and Support has recommended release to the Executive Director of Residential Life and Housing Services;
- D. you have financial reasons for release\*, and the Director of Financial Aid has recommended release to the Executive Director of Residential Life and Housing Services;
- E. you are participating in a Study Abroad Program or internship program or are approved for inactive or "in absentia" status by the appropriate Dean's Office;
- F. you have met your residency requirement (first and sophomore years) and provide an eligible substitute student who agrees to and officially (at the Residential Life Office) assumes your contractual obligation (called a Buy/Sell). Each substitute

is subject to acceptance by the Executive Director of Residential Life and Housing Services or his or her designee. Any student who has already applied for housing or is under contract for residence hall or fraternity quad housing cannot be an approved substitute. The replacement student is placed on the assignment schedule according to his or her assignment status and is not guaranteed your specific room.

*\*Application for contract release must be made in writing to the Executive Director of Residential Life and Housing Services and be accompanied by appropriate documentation for the requested release.*

### **REASSIGNMENTS AND REMOVAL FROM HOUSING**

#### **RESIDENTIAL LIFE REASSIGNMENT, REMOVAL, OR SUSPENSION**

Residential Life reserves the right to reassign, remove, or suspend (pending review) from the residence halls any student whose conduct exhibits disregard for the residential community, who violates the terms and conditions of residence halls occupancy, or who violates other University rules and regulations. Such determinations will be made by the Executive Director of Residential Life and Housing Services.

#### **UNIVERSITY DISCIPLINARY OR ADMINISTRATIVE REMOVAL**

The University may terminate this agreement and take possession of the room at any time upon (A) violation of the provisions of this contract; or (B) the direction of a duly authorized judicial body, dean, or

other officer of the University; or (C) suspension or expulsion from the University. If you are required to leave University housing for disciplinary reasons, the full-year contract fees are still binding.

### **SPECIAL INTEREST HOUSING REASSIGNMENT**

The University reserves the right to reassign residents of Special Interest Housing groups living in residence halls if a program loses recognition or if spaces assigned to programs are not filled. Individuals who have not met the conditions for a Special Interest Housing group may also be reassigned or consolidated.

### **ADMINISTRATIVE REASSIGNMENT**

Residential Life reserves the right to reassign students and Special Interest Housing groups living in residence halls to address administrative needs, including gender space balances, renovations, maintenance conditions, consolidations of spaces, medical or disabled student needs, etc.

### **PERIOD TO RELOCATE OR VACATE HOUSING**

Any student who is notified that he or she is reassigned or removed from a residence hall's space must vacate within 48 hours after receipt of such notice, unless instructed otherwise by Residential Life or its designee. Any of the student's possessions remaining on the premises after that time shall be deemed abandoned, a \$75 late vacate fee will be assessed, and any cost incurred in removing possessions will be charged to the student.

## **ROOM FURNISHINGS AND CONDITIONS**

### **ROOM FURNISHINGS**

Residential Life provides window coverings, a cable/data connection, and basic furniture in each room. You accept responsibility for loss or damage to furnishings, whether from carelessness, vandalism, or accident. You must keep the University-provided furniture in the room—students may not bring their own furniture. Students must use the University-provided mattress unless there is a medical condition that warrants use of a special mattress. This requires Disabilities Support and Services approval, and the mattress must meet current fire safety code as defined by the University Fire Marshal.

### **ROOM CONDITION AND DAMAGE BILLING**

You (and your roommate(s), if any) are responsible for leaving your space in the same condition in which it was found upon moving in (as stated on your Room Condition Form completed at check-in). Charges will be assessed for repainting and refinishing; repair or replacement of damaged or missing furnishings and equipment; special cleaning necessary due to misuse of facilities; removal of any extra furniture, abandoned property, or large quantities of trash; or other unusual conditions requiring correction. You are responsible for notifying your Residential Life Area Office immediately upon discovering any deteriorated or altered room condition. Appeals of charges must be submitted within 45 days of the posted charges.

### **CLEANLINESS**

You are responsible for the cleanliness of your living area. If your area must be cleaned for health or safety reasons by the University, you will be charged.

### **ROOM AND HOUSE MODIFICATION**

You are not permitted to modify your room/suite or house. This includes walls (no painting), doors, electrical connections, lighting and wiring, furnishings, cable and data connections and equipment, or any other part of the building. Nor may you authorize anyone to do any of these things.

### **FURNITURE REMOVAL**

You are not permitted to move furniture from public areas into your living space, nor may you remove room furniture from your living space. Disciplinary charges and a service fee for return of furniture will be assessed.

### **PUBLIC AREA DAMAGES**

Charges will be assessed for damages/vandalism to public areas in all Residential Life-administered buildings (residence halls and houses). If those responsible cannot be identified, all students whom the Residential Life Office determines had access to or used the affected public area (corridors, floor lounges, elevators, kitchens, etc.) will share the charges.

### **KEYS**

You are responsible for all assigned keys and key cards. If lost, there will be a charge to replace the key(s) or key card and change the lock(s). You must surrender your keys or key card to the Residential Life Area Office when you vacate your

living space; if you don't, you will be charged for a lock change. Unauthorized possession, sharing of keys, duplication, or use of residence halls keys/access cards is subject to disciplinary action. At times, the University will need to make lock changes for administrative or other purposes. You are expected to comply with all instructions related to key exchange. Students are not typically charged for a lock change in these situations.

## **BEHAVIORAL RULES AND UNIVERSITY ACTIONS**

This section contains many rules, regulations and policies affecting life in the residence halls. For a more detailed and inclusive list, complete rules and regulations are contained in the Official Bulletin of the University of Rochester; Standards of Student Conduct: A Guide to the University of Rochester Conduct Process and Policies; in the College's student handbook; in this contract; the Residential Community Standards materials; the Residential Network Acceptable Use Policy; Residence Hall Area Handbooks; and other notices from the Residential Life Office or University Fire Marshal's Office.

### **PROHIBITED POSSESSIONS**

The following are not permitted in any University residential building: firearms, facsimiles of firearms (i.e., air guns, paint guns), knives and other weapons of any kind (including martial arts weapons); ammunition; explosives; fireworks; candles, incense, or open flames; gasoline or other flammable liquids; chemicals or hazardous materials; motorcycles or other fuel-powered vehicles; cooking equipment and appliances (except those specifically permitted



under the fire safety policy); full-size refrigerators (acceptable sizes: 1.7–4 cubic feet); space heaters; upward-facing lamps of any type; non-switched or lightweight extension cords; appliances that are not UL listed or have an open coil; window curtains and ceiling coverings; window or portable air conditioners; controlled substances and related drug paraphernalia; alcoholic beverages except in accordance with state, local, and University regulations; any other materials or items representing a danger to the University community. Obtain information on approved items from the University Fire Marshal and your Residential Life Area Office.

### **PET POLICY**

The only pets allowed in housing are fish in a small aquarium (no larger than a five-gallon tank). You are responsible for providing appropriate cleanliness and care for the fish during academic as well as break periods.

### **SERVICE AND EMOTIONAL SUPPORT ANIMALS**

Specially trained service animals for individuals with disabilities are permitted. Please note on your contract if you are bringing a trained animal. Emotional support animals require approval from the University. Please refer to the webpage [www.rochester.edu/disability/guidelines-for-accommodation-requests-housing-dining.html](http://www.rochester.edu/disability/guidelines-for-accommodation-requests-housing-dining.html).

### **FIRE SAFETY REGULATIONS**

Failure to comply with fire safety rules and regulations may result in removal from University housing (along with applicable criminal or civil charges), as may any of the following: setting a fire; damaging or disabling fire safety or fire alarm equipment, including discharging a fire extinguisher;

intentionally activating a heat or smoke detector; turning in a false fire alarm; failure to evacuate or reentering buildings during a fire alarm or fire drill; interfering with safety officers performing their duties; failure to address repeat fire safety violations or other safety violations. Students may be assessed charges for repairs related to damages or fined for repeated fire safety violations.

### **ROOM ENTRY**

It is the University's intention to assure all reasonable privacy in student rooms. When appropriate, reasonable advance notification will be provided before entering a student room. However, the University reserves the right to enter your room without notice and/or without your consent for verification of occupancy and other Residential Life administrative functions; for performance of protective, housekeeping, or maintenance functions; for health and safety inspections; to protect life, limb, or property; to assure compliance with these contract conditions as well as state, federal, and University regulations.

## **INSURANCE**

### **HEALTH COVERAGE**

All residence hall students are required to pay the mandatory University Health Fee for basic medical care through the University Health Service.

### **LOSS OR DAMAGE OF PERSONAL PROPERTY**

The University is not liable for damage or loss of personal property. If family homeowner's or tenant's insurance does not cover your property at the University, consider purchasing a special student personal property policy.

## **DINING CONTRACT**

The University offers a variety of meal plans and other electronic spending options. The details of the dining and electronic spending options, costs, requirements, and policies are described in the insert Dining Services 2019–2020 Meal Plan Options & Pricing, which is an extension of this agreement, and at Dining Services' website [dining.rochester.edu](http://dining.rochester.edu).

### **OUR MISSION: FOOD FOR ALL**

The University of Rochester offers a first-class dining program with locations varying in style, menu, atmosphere, and hours of operation to meet the needs of a diverse student, staff, and faculty population. With 15 unique locations, we cater to a wide variety of dietary needs and choices—including Kosher, Halal, gluten-free, vegan, and vegetarian meals. We rely heavily on student input and feedback to keep our menus current and our patrons satisfied. Through high-quality food and customer service, we are proud to deliver a unique combination of diversity and value for your dining dollar.

### **FRATERNITY MEAL PLANS**

**For information about the fraternity meal plans, please contact the Office of Fraternity and Sorority Affairs.** For a full description of the University's selection of dining plans, please refer to the University Dining Services website [dining.rochester.edu](http://dining.rochester.edu), visit the **Customer Service/ID Office**, or phone **(585) 275-3975**.

### **UROS ACCOUNT (OPTIONAL SPENDING ACCOUNT)**

The UROS Account is a prepaid debit card plan that can be used to pay for a wide variety of items and services throughout the campus and selected

off-campus businesses. UROs are accepted in on-campus dining locations, but they are intended for use in campus areas that are not dining related and for off-campus dining. UROs may be used for purchases in the Hillside Market, the Southside Market, bookstores, the Common Market, Computer Sales and Services, as well as vending machines, copiers, printing services, and a variety of off-campus businesses. You make a deposit in your account by indicating a per-semester deposit at the time you sign up for your dining plan. You may also make deposits to your UROs Account on the web (<http://learn.rochester.edu>) or at the Customer Service/ID Office (credit card, cash, or check). Deposits made by mail should be sent to University of Rochester Auxiliary Operations, SBA Halls-Customer Service/ID Office, Box 270319, Rochester, NY 14627-0319. Checks should be made payable to "University of Rochester." The minimum deposit is \$20.

### DINING PLAN CHANGES

Dining plan changes are permitted during the academic year only during designated change periods. The dates of these change periods may be found on the University Dining Services website, [dining.rochester.edu](http://dining.rochester.edu).

A \$25 fee is charged for any lateral meal plan change or decrease that is requested during any modification period except the open change periods. Parents or legal guardians cannot make dining plan changes for the participant. Changes must be submitted via the Dining Plan Change Request form. Phone or oral requests are not accepted. Changes must be made at the Customer Service/ID Office in Susan B. Anthony Halls.

## CONTRACT TERMS AND CONDITIONS

1. The period of the contract corresponds to the official opening and closing of the residence halls each semester. The participant will have access to his or her meal plan during that time. Declining balance accounts will remain active between the fall and spring semesters.
2. Fall semester contracts are automatically renewed for the spring semester unless changed during a Dining Plan Change Period.
3. A participant whose contract is valid for the fall and spring semesters will be billed through the University's Bursar Office prior to each semester.
4. It is the responsibility of the participant to specify to the cashier, prior to each meal purchase, which account to access for the transaction.
5. **The participant is the only person who has the authority to request or receive account audits or balance information.**
6. Purchases made with declining balance funds are not subject to local sales tax; therefore, transfers cannot be made from a Declining Balance account to a UROs Account.
7. To help participants monitor their meal plans, budget sheets are provided online ([www.rochester.edu/dining](http://www.rochester.edu/dining)) or at the Customer Service/ID Office in Susan B. Anthony Halls.
8. Additional declining and UROs dollars can be added to an existing account at any time during the term of the contract via cash, check, Visa, MasterCard, or Discover Card at the Customer Service/ID Office in Susan B. Anthony Halls and

on the Web (<http://learn.rochester.edu>). Funds can be billed to the participant's Bursar account for the fall and/or spring semester during the Dining Plan Change Periods.

9. Withdrawals/transfers are not permitted from either the Declining Balance accounts or UROs accounts.
10. Unused fall semester declining balance dollars carry forward to the spring semester. Remaining declining balance dollars at the close of the spring semester will not be carried forward nor are they refundable.
11. Auxiliary Operations/Dining Services reserves the right to make necessary dining or policy changes at any time.

## 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 College Center for Advising Services, 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 the student's change in status.

Remaining declining balance dollars at the close of the spring semester will not be carried forward nor are they refundable.

## 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 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.

## DINING PLAN EXCEPTIONS

Participants requesting an exception from dining plan requirements must request and submit a Dining Plan Appeal Form to the Customer Service/ID Office in Susan B. Anthony Halls. The request will then be forwarded to the University Dining Advisory Committee. We ask that students requesting exceptions for religious reasons provide supporting documentation from their religious affiliate.

*Exceptions 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, 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.

**Information concerning all meal plans can be viewed at the University Dining Services website at [dining.rochester.edu](http://dining.rochester.edu) or by visiting our Customer Service/ID Office in Susan B. Anthony Halls.**



