

Clemson University
Dining Terms and Conditions – Academic Year 2023-24

All funds and plans purchased for use in Clemson Home dining locations are for the personal use of the owner of the account or plan only and are non-transferable. The Clemson Home dining funds and plans cannot be used as a gift card or gift certificate. Access dates, semester opening and closing of Dining Halls and retail locations are closely connected to the academic calendar and are readily available through <https://clemson.campusdish.com/> and social media outlets.

1. First-Year Clemson Student Meal Plan Requirement

All first-year students who begin in the summer or fall semester and live in University Housing are required to select an Unlimited meal plan through the spring semester of their first year.

This includes the Unlimited 300, Unlimited 200, Unlimited 100, and Summer Unlimited meal plans. Other meal plan options do not satisfy the first-year requirement.

Fall semester: First-year students who are required to select a meal plan, but do not select a meal plan by the Sunday before the start of classes will be assigned the Unlimited 200 meal plan and will be required to pay all associated fees and charges.

Spring semester: The selected fall meal plan will automatically be assigned as the spring meal plan option and the associated charges will be added to the spring tuition bill.

2. Bridge Student Meal Plan Requirement

Bridge students living in Clemson University housing are required to purchase the Block 100 Meal Plan, Block 150, or an Unlimited Meal Plan through the spring semester. Please note that the meal plans or Paw Points purchased pursuant to this agreement may only be used on Clemson University's campus.

3. Continuing Student Meal Plans

Continuing students are not required to purchase a meal plan but may choose to purchase any Clemson University student meal plan.

Spring semester: The selected fall meal plan will automatically be assigned as the spring meal plan option and the associated charges will be added to the spring tuition bill.

4. Upgrade, Downgrade, and Cancellation

Downgrade and Cancellation: With the exception of first-year students and Bridge students with

a Block 100 plan, students may request to downgrade or cancel their meal plan during a specified timeframe during the semester. Such requests must be completed in the Clemson Home Portal. Downgrade and Cancellation dates for 2023-24 are:

- September 4-8 for Fall 2023 semester
- January 22-26 for Spring 2024 semester

After the period specified above, students will not be able to downgrade or cancel their meal plan except as provided in the Refund and Appeal Process set forth below.

Paw Points associated with each meal plan will remain at the same price and value as if purchased at the beginning of the semester. Paw Points are not pro-rated when changing a meal plan.

Upgrade:

Students may request to upgrade their meal plan during a specified timeframe during the semester. Such requests must be completed in the Clemson Home Portal. Upgrade dates for 2023-24 are:

- September 4-8 for Fall 2023 semester
- January 22-26 for Spring 2024 semester

After the period specified above, students will not be able to upgrade their meal plan.

Meal plans will be available to purchase in the Clemson Home Portal up to the last six weeks of the semester.

Paw Points associated with each meal plan will remain at the same price and value as if purchased at the beginning of the semester. Paw Points may be purchased at any time during the semester..

5. Refunds

Generally, all meal plans are nonrefundable. In addition to this section, see sections 5, 6, 9, and 10 for more details on the limited circumstances in which a refund may be granted. No refunds will be granted within six weeks prior to the end of the semester per University policy.

First-year students and Bridge students who live in University Housing may only terminate their meal plan for one of the following reasons:

- a. Approval by University Housing to commute (must live within Anderson, Pickens, or Oconee Counties).
- b. Withdrawal from the University or failure to enroll.

c. Absence from the University for academic reasons (e.g., study abroad or co-op).

d. Medical condition with dietary requirements that cannot be met by Dining provided that the student:

- Submits documentation from a physician to the Housing & Dining Appeals Committee and to Student Accessibility Services setting forth the student's specific dietary requirements, and
- 2. Meets with the University's Registered Dietitian.

e. Other good cause as determined by the Housing & Dining Appeals Committee in their sole discretion.

f. Refund Calculation

- Unlimited Meal Plans – refund is calculated based on the number days remaining in the semester.
- Block Meal Plans – refund is calculated on unused meal swipes for the semester.
- **Summer Meal Plans:** Summer meal plans are nonrefundable once purchased.

6. Appeals

Appeals will not be accepted during the last six weeks of the semester. Students must submit documentation supporting their request to the Appeals Committee before cancellation of a meal plan will be considered. Please refer to the Clemson Home website for additional information regarding supporting documentation.

If cancellation is granted, the Appeals Committee, in its sole discretion, will determine whether a refund will be awarded and the amount of such refund. Excluding withdrawal from the university, student will be required to pay all costs related to termination of the meal plan.

Purchased Paw Points are non-refundable and non-transferable.

Unused meal swipes for student meal plans expire at the end of each semester. Refunds for unused meal swipes will not be issued.

Refunds for unused meal plans will not be issued at the end of the semester if a student fails to opt out prior to payment of tuition or drop the selected meal plan during the specified drop/change week during the semester. If previously selected meal plan is no longer desired by upperclassmen, transfers, commuters, or graduate students, they must opt out in the Clemson Home Portal prior to paying tuition for the semester.

Students who withdraw from the University during the last six weeks of the semester are not eligible to a refund.

7. Meal Plan Rollover Policy - Fall to Spring

All fall meal plan selections will automatically rollover as the meal plan selection for the spring semester and will be added to the spring tuition bill. Failure to review the spring student tuition bill does not constitute grounds for refund or cancellation.

You may change your meal plan selection for the spring semester in the Clemson Home Portal starting November 1. Changes must be made prior to making any form of tuition payment.

If a meal plan is no longer desired for the spring semester, upper-class students, transfer students, or commuter students that enrolled in a fall meal plan must request cancellation starting November 1 prior to paying tuition for the spring semester.

8. Paw Points

Paw Points are a purchased value (1 Paw Point = \$1.00) and are stored on the TigerOne ID.

Purchased Paw Point values rollover semester to semester, until:

- Balance is depleted,
- The student graduates, the student is no longer enrolled and becomes inactive, or the student is disaffiliated with the university (i.e., official transfer or withdrawal).

Paw Points are non-refundable.

Paw Points associated with each meal plan will remain at the same price and value as if purchased at the beginning of the semester. Paw Points are not pro-rated when changing a meal plan.

Additional Paw Points may be purchased in increments of 50 in the Clemson Home Portal.

9. Meal Plan Termination by the University

Upon reasonable notice and for good cause, the University reserves the right to terminate a meal plan for failure of the student to abide by its policies. Examples of good cause, include but are not limited to, a change in student status (including academic or disciplinary suspension) or failure to comply with the policies and regulations contained in the official bulletins distributed by the University, which are hereby made a part of this agreement. The student will be responsible for all fees related to termination of the meal plan.

10. Right of the University to Prohibit Access

The University, in its sole discretion, may determine that it is in the best interest of the campus community to prohibit or restrict students access to campus dining due to exigent circumstances, including but not limited to, natural disasters (e.g., tornado, earthquake, flood, hurricane, etc.), war, terrorist act, strike, public health outbreak (e.g., pandemic or infectious disease outbreak), fire, release of nuclear material or dangerous substance into the environment, other public health or safety concern, or the disruption of University operations. If dining access is prohibited pursuant to this section, and alternative dining arrangements are not provided, then refunds, if any, would be subject to the approval of the Board of Trustees.

11. Acceptance of Terms and Conditions

Students accept the terms and conditions of their selected meal plan upon initial tuition payment and processing of charges.