

Terms and Conditions of Mandatory Dining Plan Agreement

For consideration exchanged herein, Boston University (University) and student agree as follows:

This Mandatory Dining Plan Agreement is for the entire 2025–26 academic year, and service provided under this agreement shall begin with breakfast on Friday, August 29, 2025, and end with dinner on Friday, December 19, 2025, for Semester I and begin with dinner on Friday, January 16, 2025, and on Friday, May 8, 2026, for the Semester II. The University shall provide the plan selected through the housing application, and the student agrees to pay the stated amount. Each dining plan combines a specific number of meals with dining points. During official vacation and close-down periods, locations accepting use of the Mandatory Dining Plan may be closed, or operation and use of the plan may be limited. The University does not provide dining service during official vacation and close-down periods (Interession Break).

MEALS. Meals can be used at any of the five residence dining rooms (Fresh Food Co. at Warren Towers, Fresh Food Co. at West Campus, Fresh Food Co. at Marciano Commons, Fenway Campus Dining, and Fresh Fuel @ Granby) for all-you-care-to-eat meals. Each dining plan offers 10 guest meals per semester.

The Weekly 10+ and Kosher meal plans have guaranteed meals reset weekly just prior to breakfast each Friday throughout the academic year. The Open Access and Open Access+ have unlimited meals throughout Semester I and Semester II. There is no refund for missed or unused meals at any time during the year. Unused meals cannot be converted into either dining or Convenience Points.

DINING POINTS. Dining points can be used like cash at all Boston University Dining Services locations. Dining points can be used to purchase meals at any of the retail dining locations (such as The Union Court and Late Nite Cafés), and for meals at residence dining rooms. Dining points are carried over from Semester I to Semester II for all valid plans but are not carried over from academic year to academic year. At the end of the academic year, unused dining points are forfeited. This also applies to students who leave the University at the end of the fall semester (including participating in Study Abroad). Dining points cannot be converted into Convenience Points.

CANCELLATION/CREDITS. Students residing in a dormitory-style residence are required to enroll in a dining plan and, therefore, are not permitted to cancel their dining plan. The Mandatory Dining Plan Agreement will be cancelled for students who either move from a dormitory-style residence to an apartment-style residence or whose status at the University is terminated for any reason. All unused dining points will be forfeited. If the Mandatory Dining Plan cancellation results in a credit balance on the student's University account, then the student may submit a request for a refund, in writing, from Student Accounting Services, 25 Buick Street suite 130, Boston, MA 02215.

PLAN CHANGES. For Semester I, plan changes will be accepted through Thursday, September 11, 2025. For Semester II, plan changes will be accepted through Friday, January 29, 2026. Plans can only be changed to a plan of equal or greater cost. All change requests must be via www.bu.edu/myhousing. Plan changes will become effective immediately. There may be a charge associated with certain plan changes.

RESIDENCE ACCESS. Access and guest sign-in privileges for Mandatory Dining Plan participants who live in on-campus dormitory-style residences are determined by established University residence access policies.

TERRIER CARD. The University will provide the student with an appropriately encoded Terrier Card which the student must present at meal and Convenience Points entitlement locations for service. The Terrier Card must be carried at all times and may not be used by anyone other than the student named on the card; it remains the property of Boston University and must be surrendered to the University upon demand. Alteration or use of the card for any unauthorized purpose will result in confiscation, financial penalty, and/or disciplinary action. If the Terrier Card is lost, damaged, or stolen, the student should report this in person, by telephone, through the Terrier Card Center via <https://terrier-web.bu.edu>, or in writing to Boston University, Terrier Card Office, 25 Buick Street, Boston, MA 02215, 617-353-9966, Monday–Friday, 9 a.m.–5 p.m.; or in person to Boston University Dining Services, 775 Commonwealth Avenue, Saturdays, Sundays, and holidays, noon–5 p.m. If the student reports loss or theft of the card within 2 business days, the student will be liable for \$50, or for the amount of the unauthorized use before the student notifies the Terrier Card Office (or Boston University Dining Services on Saturdays, Sundays, or holidays), whichever is less. If the student fails to notify the Terrier Card Office (or Boston University Dining Services on Saturdays, Sundays, or holidays) within 2 business days of the loss or theft of the card, his/her maximum liability increases to \$500 or the amount of the unauthorized use, whichever is less. A lost, damaged, or stolen Terrier Card can be replaced at the Terrier Card Office for a fee of \$40. Multiple replacements may result in additional fees up to \$50 in each instance.

IN CASE OF ERRORS OR QUESTIONS ABOUT DINING PLANS. The student may request details of his/her Mandatory Dining Plan account at the Terrier Card Office during the business hours noted above. The student should contact the Terrier Card Office in writing at the address noted above, or by telephone at 617-353-9966, as soon as possible, if the student thinks there is an error or needs more information about the optional dining plan. The student must contact the Terrier Card Office no later than 60 days after the problem or error appeared, and (1) provide name and BU ID number, (2) describe the error or question and explain as clearly as possible why the student believes there is an error or why more information is needed, and (3) specify the dollar amount of the suspected error. If the student contacts the Terrier Card Office orally, the Terrier Card Office may require the student to send the complaint or question in writing.

UNIVERSITY'S POLICIES AND PROCEDURES. During official vacation and close-down periods, locations accepting use of the Mandatory Dining Plan may be closed, or operation and use of the optional dining plan may be limited. The University does not provide dining service during official vacation and close-down periods. Food and related articles may not be taken from a residence dining room, except as permitted by the University Dining Services. Violations will result in disciplinary action. The University reserves the right to inspect knapsacks and the like in order to prevent loss. The University shall not be liable for any loss or damage related to the Mandatory Dining Plan caused directly or indirectly by any act of God, law or public policy, act or omission of suppliers or carriers, strike, fire, flood, explosion, or other circumstances beyond the University's reasonable control. The University may terminate this agreement (1) if the student fails to be registered at the University or fails to complete payment/settlement of his/her account in accordance with the University's policies and procedures at any time during the term of this Agreement, or (2) if the student fails to comply with the provisions of this Agreement or with any relevant policy or procedure of the University, or any applicable law.

CHANGE IN TERMS. The University reserves the right to change the Terms and Conditions of the Mandatory Dining Plan Agreement upon notice to students.

GOVERNING LAWS. This Agreement shall be governed by the laws of the Commonwealth of Massachusetts.