

Student Meal Plans

Terms and Conditions for Student Meal Plans

Updated September 30, 2022

PLEASE NOTE: THESE TERMS AND CONDITIONS ARE REVIEWED ON A REGULAR BASIS AND MAY BE SUBJECT TO CHANGE WITHOUT PRIOR NOTICE.

1. DEFINITIONS

- 1.1. **Student:** Any student enrolled at University of Toronto Mississauga.
- 1.2. **Residence Student:** Any Student living in Residence who is eligible for a Student Meal Plan.
- 1.3. **Non-Residence Student:** A Student not living in Residence.
- 1.4. **Student Meal Plan:** A pre-paid balance attached to a Student's TCard which can be used for purchasing food, non-alcoholic beverages, groceries, convenience items, and confectionary items from food service outlets at University of Toronto Mississauga as well as from participating vending machines, off-campus partners, and food trucks. A Student Meal Plan is applicable for the entire Meal Plan Duration.
- 1.5. **Pro-Rated Student Meal Plan:** A Meal Plan for Students who move into a Residence on or after the Student Meal Plan Change Deadline. The value of the Pro-Rated Student Meal Plan is calculated based on the number of days remaining in the Student Meal Plan Duration.
- 1.6. **Basic Dollars:** Student Meal Plan funds used towards tax-exempt meals.
- 1.7. **Minimum Commitment:** The minimum level of Basic Dollar spending required for each Student Meal Plan Duration. Residual Funds under the Minimum Commitment cannot be converted to RezCarryover Funds.
- 1.8. **Minimum Commitment Daily Allotment:** The minimum level of Basic Dollar spending per day during the Student Meal Plan Duration.
- 1.9. **RezFlex Dollars:** Student Meal Plan funds that are taxable.
- 1.10. **Residence:** Any student residence building on the University of Toronto Mississauga campus overseen by University of Toronto Mississauga's Department of Student Housing & Residence Life.
- 1.11. **Residual Funds:** Student Meal Plan funds that remain unspent at the end of the Academic Calendar Year.
- 1.12. **RezCarryover Funds:** Any Residual Funds that are eligible to be carried over into the following year.
- 1.13. **First-Year Student Meal Plan Group:** Full or Plus Student Meal Plans designated for first-year Students and those Students living in Oscar Peterson Hall.
- 1.14. **Upper-Year Student Meal Plan Group:** Minimum or Light Student Meal Plans designated for upper-year Students.

2. DATES

- 2.1. **Student Meal Plan Duration:** The timeframe for which a Student Meal Plan is applicable, usually considered as from September to April.

- 2.2. **Residence Move-In Date:** The date when Residence allows all Residence Students to move into their Residence.
- 2.3. **Actual Move-In Date:** The date when a Student moves into Residence.
- 2.4. **Actual Move-Out Date:** The date when a Student moves out of Residence.
- 2.5. **Academic Calendar Year:** May 1st to April 30th.
- 2.6. **End of First Semester:** December 31st.
- 2.7. **School Year:** From Residence Move-In Date to end of the Academic Calendar Year.
- 2.8. **Summer Session:** The first day of summer school (usually second Monday in May) to Residence Move-In Date.
- 2.9. **Student Meal Plan Change Deadline:** The date by which a Student can change their Student Meal Plan.
- 2.10. **First Semester Student Meal Plan Refund Deadline:** November 15th (for Students with Pro-Rated Student Meal Plans for the first semester only).
- 2.11. **Student Meal Plan Refund Deadline:** March 15th (for all Students with Student Meal Plans).

3. STUDENT MEAL PLAN FEES

- 3.1. **Capital Improvement and Program Enhancement (CIPE):** A fee included in the price of any Student Meal Plan collected to cover direct investments into services that support Residence Students and is non-refundable and non-transferable.
- 3.2. **Administrative Fee:** A fee debited to a Student's ACORN account for an approved Student Meal Plan refund request or for any subsequent approved Student Meal Plan change above the initial request.

4. STUDENT MEAL PLAN APPLICABILITY

- 4.1. Any Student can purchase a Student Meal Plan.
- 4.2. Any Undergraduate Student living in Residence at University of Toronto Mississauga must purchase a Student Meal Plan for each School Year they live in Residence.

5. STUDENT MEAL PLAN PURCHASE

- 5.1. A Residence Student must purchase a Student Meal Plan through the online Residence Application process.
- 5.2. If a Residence Student is accepted manually into Residence by Student Housing & Residence Life, then that Residence Student must purchase a meal plan through the [Student Meal Plan Service Portal](#).
- 5.3. Any non-Residence Student who wishes to purchase a Student Meal Plan can do so through the [Student Meal Plan Service Portal](#).

6. STUDENT MEAL PLAN SELECTION

- 6.1. First-year Residence Students and all Students living in Oscar Peterson Hall must select from the First-Year Student Meal Plan Group.
- 6.2. Upper-Year Residence Students not living in Oscar Peterson Hall must select from the Upper-Year Student Meal Plan Group but *have the option* to select from the First-Year Student Meal Plan Group.

- 6.3. Student Meal Plan selection guidelines can be found at the [Student Meal Plan Details page](#).

7. PRO-RATED STUDENT MEAL PLANS

- 7.1. If a Student's Actual Move-In Date falls on or after the Meal Plan Change Deadline, then the Student is entitled to a Pro-Rated Student Meal Plan.
- 7.2. If a Student is an exchange student and is only living in Residence for one semester, then the Student is eligible to purchase a Pro-Rated Student Meal Plan the Student Meal Plan Duration for which shall be deemed to be that semester only.

8. STUDENT MEAL PLAN PAYMENTS

- 8.1. A Student Meal Plan is charged to a Student's ACORN account by University of Toronto.
- 8.2. A Student Meal Plan is charged to a Student's ACORN account in two instalments according to the payment schedule at the [Important Dates & Deadlines page](#).

9. STUDENT MEAL PLAN VALIDITY

- 9.1. ALL Student Meal Plan funds, including for those Students not living in Residence, are available from the Actual Move-In Date.
- 9.2. Student Meal Plan funds are only valid for the Meal Plan Duration for which they are purchased.
- 9.3. Student Meal Plan funds are only valid at University of Toronto Mississauga and are not eligible for transfer to a meal plan on any other campus.

10. REZCARRYOVER ELIGIBILITY OF STUDENT MEAL PLAN FUNDS

- 10.1. At the end of the Academic Calendar Year, eligible Residual Funds will be transferred to RezCarryover Funds.
- 10.2. Basic Dollar amounts equal to or less than the Minimum Commitment amount are NOT eligible to be RezCarryover Funds. Basic Dollar amounts above the Minimum Commitment amount are eligible to be transferred to RezCarryover Funds. However, any Basic Dollars transferred to RezCarryover Funds lose their tax-exempt status.
- 10.3. All RezFlex Dollar amounts are eligible to be transferred to RezCarryover Funds.

11. REZCARRYOVER FUND VALIDITY

- 11.1. RezCarryover Funds are available on a Student's TCard on the first day of Summer Session whether that Student is enrolled in summer school or not.
- 11.2. RezCarryover Funds are taxable and can be used to purchase the same items as can be purchased using Basic or RezFlex Dollars.
- 11.3. RezCarryover Funds expire at the end of the Academic Calendar Year for which they are made available.

12. STUDENT MEAL PLAN CHANGE REQUESTS

- 12.1. A Student Meal Plan change request must be made using the [Student Meal Plan Service Portal](#).
- 12.2. The Student Meal Plan Change Deadline is the final date by which a Student Meal Plan change request can be made.
- 12.3. Any Student with a Pro-Rated Student Meal Plan may request a Student Meal Plan Change up to one month after their Actual Move-In Date.
- 12.4. A Student Meal Plan can only be changed once within a Student Meal Plan Duration prior to the Student Meal Plan Change Deadline without incurring an Administrative Fee.
- 12.5. First-Year Residence Students can only request a change to another Student Meal Plan within the First-Year Student Meal Plan Group.
- 12.6. Residence Students living in Oscar Peterson Hall can only request a change to another Student Meal Plan within the First-Year Student Meal Plan Group.
- 12.7. Upper-Year Residence Students not living in Oscar Peterson Hall can request a change to another Student Meal Plan within either the First-Year Student Meal Plan Group or Upper-Year Student Meal Plan Group.

13. ADDING STUDENT MEAL PLAN FUNDS

- 13.1. Basic Dollars or RezFlex Dollars can be added to a Student Meal Plan at any time during the Student Meal Plan Duration through the [Online Meal Plan Management System](#). Funds can be added using Visa, VisaDebit, or MasterCard.
- 13.2. RezCarryover Dollars cannot be added to a Student Meal Plan at any time. A Student who runs out of RezCarryover Dollars but still wishes to use their TCard to make payments for food and beverages on campus can purchase a new [Student Meal Plan](#) or a [Campus Value Plan](#) by contacting the Hospitality & Ancillary Services Office via email (mealplan.utm@utoronto.ca).

14. TRANSFERRING BETWEEN STUDENT MEAL PLAN FUNDS

- 14.1. RezFlex Dollars can be transferred to Basic Dollars by contacting the Hospitality & Ancillary Services Office via email (mealplan.utm@utoronto.ca).
- 14.2. Basic Dollars cannot be transferred to RezFlex or RezCarryover Dollars due to the tax-exempt status of the Basic Dollars.
- 14.3. RezCarryover Dollars cannot be transferred to RezFlex Dollars (and vice versa) because each type of fund has a different duration of eligibility.

15. USAGE OF STUDENT MEAL PLAN FUNDS

- 15.1. Student Meal Plans can only be used by the Student to whom they are assigned and are non-transferable.
- 15.2. Student Meal Plan funds can only be accessed using the Student's TCard.
- 15.3. A Student who has a Student Meal Plan but does not have a TCard:
 1. Must notify University of Toronto Mississauga's Hospitality & Ancillary Services department via email (mealplan.utm@utoronto.ca) and include their First and Last Name and Student Number

2. Can only purchase food at Colman Commons during its operating hours until the Student gets their TCard.
- 15.4. Student Meal Plan Funds cannot be used to purchase alcohol or gift cards.
- 15.5. Refunds of Student Meal Plan transactions can only be refunded back to the original form of payment.
- 15.6. For Student Meal Plan transactions not qualifying as tax-exempt, the Student Meal Plan funds will be charged in the following priority:
 1. RezCarryover Dollars
 2. RezFlex Dollars

16. STUDENT MEAL PLAN TRANSACTION DISPUTES

- 16.1. University of Toronto Mississauga's Hospitality & Ancillary Services department does not have the ability to adjust, refund, or void any purchase made using Student Meal Plan funds at a point-of-sale, whether on or off campus.
- 16.2. For immediate rectification, disputes regarding any transaction made using Student Meal Plan funds must be made at the point-of-sale, with escalation to the manager of the outlet where the disputed transaction occurred.
- 16.3. If a Student is disputing Student Meal Plan transactional issues that have consistently occurred over many point-of-sales and/or over a prolonged period of time, these disputes can be escalated to University of Toronto Mississauga's Hospitality & Ancillary Services department via email (mealplan.utm@utoronto.ca) for investigation.
- 16.4. Dispute investigations regarding Student Meal Plan transactions often involve collaborating with various stakeholders and may take up to 5 business days to complete before a potential resolution is implemented.

17. NEGATIVE MEAL PLAN BALANCES

- 17.1. On the rare occasions when the network is experiencing unexpected downtime, the meal plan system will operate in offline mode allowing Student Meal Planholders to continue to make purchases using their Student Meal Plans.
- 17.2. Student Meal Plan holders will be responsible for any charges incurred as a result of offline transactions.
- 17.3. Purchases made using Student Meal Plan funds when the Student Meal Plan system is offline will be applied within 72 hours of the system being reinstated.

18. LOST OR STOLEN TCARDS

- 18.1. Any Student with a Student Meal Plan must suspend their Student Meal Plan immediately upon losing their TCard by visiting the through the [Online Meal Plan Management System](#).
- 18.2. A Student with a Student Meal Plan will be responsible for all purchases made until their Student Meal Plan is suspended.
- 18.3. A Student can reactivate their Student Meal Plan by contacting University of Toronto Mississauga's Hospitality & Ancillary Services department via email (mealplan.utm@utoronto.ca).

- 18.4. A Student without a TCard can still make purchases using their Student Meal Plan at Colman Commons.

19. REACTIVATED STUDENT MEAL PLANS AND NEW OR REPLACEMENT TCARDS

- 19.1. Student Meal Plan funds may take up to 48 business hours to appear on the TCard of a Student receiving a new or replacement TCard after the Residence Move-In Date.
- 19.2. A Student waiting for their Student Meal Plan funds to appear on their TCard can still make purchases using their Student Meal Plan at Colman Commons.
- 19.3. Funds from a reactivated Student Meal Plan on a TCard that was reported found will work immediately upon reactivation.

20. STUDENT MEAL PLAN CANCELLATIONS AND REFUND REQUESTS

- 20.1. A Residence Student with a Pro-Rated Student Meal Plan for the first semester only can request a Student Meal Plan refund only if the Student chooses to move out of Residence prior to the First Semester Student Meal Plan Refund Deadline.
- 20.2. A Residence Student with a Student Meal Plan can request a Student Meal Plan refund only if the Student chooses to move out of Residence prior to the Student Meal Plan Refund Deadline.
- 20.3. A Non-Residence Student with a Student Meal Plan can request a Student Meal Plan refund at any time prior to the end of the Academic Calendar Year.
- 20.4. A Student must make a Student Meal Plan refund request through the [Student Meal Plan Service Portal](#).
- 20.5. A Residence Student must accompany Student Meal Plan refund request with a proof of withdrawal authorization from Student Housing before a cancellation can be granted.
- 20.6. Any Student Meal Plan refund request that is successfully granted will be subject to an Administrative Fee.
- 20.7. Any full or partial refund of a Student Meal Plan will be credited back to a Student's ACORN account by University of Toronto and will be applied to any non-meal plan outstanding charges that exist on Student's ACORN account.
- 20.8. The CIPE component of the Student Meal Plan is non-refundable.
- 20.9. If any Student with a Student Meal Plan is required by University of Toronto to withdraw from University of Toronto, then their Student Meal Plan will be cancelled and will not be eligible for a refund.

21. REZCARRYOVER REFUND REQUESTS

- 21.1. A Student may request a refund of their RezCarryover Dollars prior the end of the Academic Calendar Year for which the RezCarryover Dollars apply only if the Student chooses to withdraw from University of Toronto Mississauga.
- 21.2. A Student must accompany RezCarryover Dollars refund request with a proof of withdrawal from University of Toronto Mississauga before a refund can be granted.

- 21.3. Any RezCarryover Dollars refund request that is successfully granted may be subject to an Administrative Fee.
- 21.4. Any full or partial refund of RezCarryover Dollars will be credited back to a Student's ACORN account by University of Toronto and will be applied to any non-meal plan outstanding charges that exist on Student's ACORN account.
- 21.5. If any Student with RezCarryover Dollars is required by University of Toronto to withdraw from University of Toronto, then their RezCarryover Dollars will be removed from their TCard and will not be eligible for a refund.

22. ACCESS TO STUDENT INFORMATION AND PRIVACY POLICY

- 22.1. University of Toronto Mississauga's Hospitality & Ancillary Services department is bound by [University of Toronto Privacy Policies](#) for collection, sharing, and storage of student information.
- 22.2. A Student's TCard photo may appear at any point-of-sale terminal when a Student Meal Plan transaction is made. This is solely for identity-verification purposes and to ensure the safety and security of the funds attached to the TCard. The photo will not be stored in any way in the point-of-sale terminal. The use of a Student's TCard photo is bound by [University of Toronto's TCard Terms & Conditions](#).
- 22.3. Student Meal Plan information in digital and printed format is securely maintained and managed pursuant to [University of Toronto's Records Management, Archiving and Destruction of Records](#), after which any related digital data are securely expunged and any related printed materials are securely shredded.
- 22.4. By purchasing a Student Meal Plan, a Student enters into an agreement with University of Toronto Mississauga's Hospitality & Ancillary Services department and University of Toronto, which means that:
 1. University of Toronto Mississauga's Hospitality & Ancillary Services department can only discuss Student Meal Plan-specific information, such as meal plan balances and purchase histories, directly with the Student.
 2. Parents, guardians, and other family members who wish to discuss a Student Meal Plan in detail must arrange a meeting with University of Toronto Mississauga's Hospitality & Ancillary Services department with the Student present, and consent from the Student must be provided to University of Toronto Mississauga's Hospitality & Ancillary Services department before specifics of a Student Meal Plan can be addressed at the meeting.
 3. University of Toronto Mississauga's Hospitality & Ancillary Services department will gladly address general Student Meal Plan questions with parents, guardians, and other family members that pertain to any Student Meal Plan terms and conditions as well as any other information posted on public University of Toronto Mississauga websites.
 4. General Student Meal Plan inquiries can be made by contacting University of Toronto Mississauga's Hospitality & Ancillary Services department via email (mealplan.utm@utoronto.ca) or by phone (905-569-4795).