

Campus Value Plans

Terms and Conditions for Campus Value Plans

Updated December 15, 2025

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. **Holder:** Any student, staff, or faculty member that holds a Campus Value Plan.
- 1.2. **Campus Value Plan:** A pre-paid balance attached to a Holder'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. Any purchase using a Campus Value Plan is subject to applicable taxes.
- 1.3. **Transaction:** A purchase, refund, or deposit made using Campus Value Plan funds.
- 1.4. **Retention Period:** The length of time from the date of last Transaction that Campus Value Plan funds will be attached to a TCard before being removed for liability mitigation purposes.
- 1.5. **Active Account:** A Campus Value Plan account where a Transaction has taken place within the previous 2 years.
- 1.6. **Minimum Balance:** Less than \$5.

2. CAMPUS VALUE PLAN SETUP

- 2.1. Any University of Toronto student, staff, or faculty member can setup a Campus Value Plan on their TCard by visiting the Hospitality & Ancillary Services Office (Davis Building, DV3127) during office hours.
- 2.2. An initial minimum deposit of \$80 is required by a prospective Campus Value Plan holder to set up a Campus Value Plan on their TCard – deposits for a Campus Value Plan can be made using Visa, VisaDebit, or MasterCard.

3. CAMPUS VALUE PLAN VALIDITY

- 3.1. Campus Value Plans are available to any University of Toronto student, staff, or faculty member.
- 3.2. Campus Value Plans are only valid at University of Toronto Mississauga and are not eligible for transfer to similar plan on any other campus.
- 3.3. All residual Campus Value Plan Funds will carry over from year to year.
- 3.4. Campus Value Plan Funds are taxable.

4. ADDING CAMPUS VALUE PLAN FUNDS

- 4.1. Campus Value Plan funds can be added to a Campus Value Plan at any time through the [Online Meal Plan Management System](#). Funds can be added using Visa, VisaDebit, or MasterCard.

5. USAGE OF CAMPUS VALUE PLAN FUNDS

- 5.1. Campus Value Plan funds can only be used by the Holder to whom they are assigned and are non-transferable.
- 5.2. Campus Value Plan funds can only be accessed using the Holder's TCard.
- 5.3. Campus Value Plan funds cannot be used to purchase alcohol or gift cards.
- 5.4. Refunds of Campus Value Plan transactions can only be refunded back to the original form of payment.

- 5.5. Any Transaction may take up to 72 business hours to impact the Holder's Campus Value Plan account balance.

6. CAMPUS VALUE PLAN TRANSACTION DISPUTES

- 6.1. University of Toronto Mississauga's Hospitality & Ancillary Services department does not have the ability to adjust, refund, or void any purchase made using Campus Value Plan funds at a point-of-sale, whether on or off campus.
- 6.2. For immediate rectification, disputes regarding any Transaction made using Campus Value Plan funds must be made at the point-of-sale, with escalation to the manager of the outlet where the disputed Transaction occurred.

7. NEGATIVE CAMPUS VALUE PLAN BALANCES

- 7.1. On the rare occasions when the network is experiencing unexpected downtime, the meal plan system will operate in offline mode allowing Campus Value Plan Holders to continue to make purchases using their Campus Value Plans.
- 7.2. Campus Value Plan Holders will be responsible for any charges incurred as a result of offline Transactions.
- 7.3. Purchases made using Campus Value Plan funds when the meal plan system is offline will be applied within 72 hours of the system being reinstated.

8. LOST OR STOLEN TCARDS

- 8.1. Any Campus Value Plan holder must suspend their Campus Value Plan immediately upon losing their TCard by visiting the [Online Meal Plan Management System](#).
- 8.2. Campus Value Plan holders will be responsible for all purchases made until their Campus Value Plan is suspended.
- 8.3. A Campus Value Plan Holder can reactivate their Campus Value Plan by contacting University of Toronto Mississauga's Hospitality & Ancillary Services department via email (mealplan.utm@utoronto.ca).

9. REACTIVATED CAMPUS VALUE PLANS AND NEW OR REPLACEMENT TCARDS

- 9.1. Campus Value Plan funds may take up to 48 business hours to appear on the TCard of a Campus Value Plan Holder receiving a new or replacement TCard.
- 9.2. Funds from a reactivated Campus Value Plan on a TCard that was reported found will work immediately upon reactivation.

10. CAMPUS VALUE PLAN CANCELLATIONS AND REFUND REQUESTS

- 10.1. A Campus Value Plan Holder can request a refund of their Campus Value Plan funds at any time by submitting a refund request in writing to the Hospitality & Ancillary Services Office (mealplan.utm@utoronto.ca).
- 10.2. Refunds of any residual Campus Value Plan funds to Campus Value Plan Holders will be issued by cheque for the total residual amount to the address provided by the Holder as part of the written refund request. No partial refunds will be given. Refund cheques may take up to 15 business days to reach the Holder.

11. ACCESS TO PERSONAL INFORMATION AND PRIVACY POLICY

- 11.1. The University is subject to the Freedom of Information and Protection of Privacy Act for its collection, sharing and storage of personal information. Learn more about [how the University uses, collects, and protects student information](#).
- 11.2. A Campus Value Plan Holder's TCard photo may appear at any point-of-sale terminal when a

Campus Value 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 TCard photo is bound by [University of Toronto's TCard Terms & Conditions](#).

- 11.3. Campus Value Plan Holder 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.
- 11.4. By setting up a Campus Value Plan, a Campus Value Plan Holder 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 Campus Value Plan-specific information, such as meal plan balances and purchase histories, directly with the Holder.
 2. Parents, guardians, and other family members who wish to discuss a Holder's Campus Value Plan in detail must arrange a meeting with University of Toronto Mississauga's Hospitality & Ancillary Services department with the Campus Value Plan Holder present, and consent from the Campus Value Plan Holder must be provided to University of Toronto Mississauga's Hospitality & Ancillary Services department before specifics of a Campus Value Plan can be addressed at the meeting.
 3. University of Toronto Mississauga's Hospitality & Ancillary Services department will gladly address general Campus Value Plan questions with parents, guardians, and other family members that pertain to any Campus Value Plan terms and conditions as well as any other information posted on public University of Toronto Mississauga websites.
 4. General Campus Value 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.

12. RETENTION OF RESIDUAL FUNDS

- 12.1. Residual Funds will stay attached to a Holder's TCard as long as the Holder has an Active Account with a balance equal to or greater than the Minimum Balance; otherwise, the Campus Value Plan funds will be subjected to a Retention Period of 2 years.
- 12.2. Once the Retention Period has elapsed, the Campus Value Plan funds will be removed from the Campus Value Plan.
- 12.3. Following the Retention Period, a Holder can request a reinstatement of their Residual funds to their TCard in writing to the University of Toronto Mississauga's Hospitality & Ancillary Services department via email (mealplan.utm@utoronto.ca); such a reinstatement will take up to 5 business days to complete and will be issued back to the Holder's TCard as Campus Value Plan funds.

13. LOYALTY POINTS

- 13.1. Loyalty Points can be earned when Campus Value Plan funds are used to make purchases from participating outlets.
- 13.2. Standard earning rate: 1,000 Loyalty Points for every \$1 spent
- 13.3. Standard redemption rate: once the Loyalty Points balance in a Campus Value Plan Holder's account reaches 10,000, the Campus Value Plan Holder will receive \$10 in Loyalty Reward Dollars that will be applied to their next purchase. If the next purchase is less than \$10, then the remaining Loyalty Reward Dollar balance after the purchase amount has been deducted will be applied to the subsequent purchase.

- 13.4. Loyalty Points and Loyalty Reward Dollars have no cash value and cannot be converted to cash. If a Campus Value Plan Holder cancels their Campus Value Plan and requests a refund, Loyalty Points or Loyalty Reward Dollars will not be included in any refund provided.
- 13.5. Loyalty Points and Loyalty Reward Dollars are subject to the same Retention Period and retention conditions that apply to Residual Funds (see Section 12. Retention of Residual Funds).

14. CAMPUS VALUE PLAN AND FRIENDLIER DEPOSITS

- 14.1. If a Campus Value Plan Holder makes a purchase of a food or beverage item that comes in a Friendlier reusable container, then the associated Friendlier deposit for each reusable container used will be added to the total purchase price of the Transaction.
- 14.2. When a Campus Value Plan Holder requests the reimbursement of their deposit(s) from Friendlier, the Friendlier deposit will not be reimbursed to their Campus Value Plan account because no integration exists between Friendlier and UTM's Commerce Management System (the system that manages funds attached to TCards at UTM) – more information about Friendlier deposits and reimbursements can be found at [UTM's Friendlier website](#).
- 14.3. A Campus Value Plan Holder is encouraged to add their reimbursed Friendlier deposits back to their Campus Value Plan by visiting the [Online Meal Plan Management System](#).