



# Dining Services

## UCF DINING MEMBERSHIP AGREEMENT 2019-2020

**PARTIES TO AGREEMENT:** This agreement is between Aramark Educational Services, LLC (UCF Dining Services), and any person seeking dining memberships with the University of Central Florida (the Member). If the Member is a minor, or suffers any incapacity affecting the Member's legal ability to enter into a contract, the Member shall also include the Member's parent or legal guardian. The Member may not designate another person to act as an agent or representative of the Member with regard to this agreement (i.e. having a friend pick up or turn in items). The Member remains personally responsible for all rights and obligations arising from or related to this agreement.

**AGREEMENT:** Submission of the UCF Dining Membership Agreement 2019-2020 by the Member and acceptance by UCF Dining Services will create a legally binding agreement. This agreement is effective once submitted electronically online, or when a hardcopy agreement is received by UCF Dining Services. This agreement creates legal rights and obligations between the Member and UCF Dining Services. By accepting this agreement, the Member is acknowledging that the membership is voluntary, and that any known dietary restrictions have been reviewed and vetted with the UCF Dining culinary team and proven to be accommodated prior to acceptance.

**ORAL REPRESENTATION POLICY:** UCF Dining Services will not make any oral agreement, make any oral representation to the Member or any person acting on behalf of the Member, or rely on any oral representation from the Member or any third party related to the UCF Dining Membership Agreement. The entire UCF Dining Membership Agreement is expressed in writing and supersedes any understanding that may have been communicated orally or implied. Neither the Member nor UCF Dining Services are relying on any oral or implied agreement, representation, or understanding of fact or law that is not expressed in writing.

**OFFICIAL MEANS OF COMMUNICATION TO STUDENT:** UCF Dining Services will communicate with the Member at the e-mail address appearing on the UCF Dining Membership Agreement, until the Member establishes a Knights e-mail account. Once a Knights e-mail account is established, all further communications will be to the Member's Knights e-mail account. To receive e-mail messages from UCF Dining Services, the Member must add [ucfdining@ucf.edu](mailto:ucfdining@ucf.edu) to the Member's personal e-mail contact list. The Member has sole responsibility for checking the UCF Dining Services website and the Member's e-mail for communications related to this agreement, and for updating any contact information in a timely fashion.

**OFFICIAL MEANS OF COMMUNICATION TO UCF DINING SERVICES:** Communications to UCF Dining Services regarding this agreement should be in writing or reproducible electronic format. UCF Dining Services is not responsible for communications sent by the Member, but not received by UCF Dining Services. The Member has sole responsibility for ensuring receipt of written communications by UCF Dining Services, and should employ return receipt delivery and/or delivery confirmation as appropriate. UCF Dining Services may be contacted at:

UCF Dining Services  
University of Central Florida  
4115 Pyxis Lane  
Orlando, Florida 32816-3222  
Tel.: (407) 823-2651 / Fax: (407) 823-0053  
E-Mail: [ucfdining@ucf.edu](mailto:ucfdining@ucf.edu)

### **FAMILY EDUCATIONAL RIGHTS & PRIVACY ACT OF 1974 (FERPA):**

UCF Dining Services operates in accordance with the Family Educational Rights and Privacy Act of 1974 (FERPA). FERPA is the United States federal law that protects student records, privacy, and review and disclosure rights. The law guarantees these rights for both current and former UCF students.

Additionally, FERPA specifies that UCF Faculty and Staff in most circumstances may not disclose **personally-identifiable information** about students or release educational records to 3rd parties without receiving written and signed consent from the student. Circumstances do exist, however, under which UCF may release personally identifiable information or educational records without students' knowledge or consent. *UCF Dining Services is a contracted 3rd party vendor and therefore does not comply with the consent forms used at UCF allowing parents and guardians to receive personally identifiable information on the student's account.*

Personally-identifiable information is defined as any data or information that includes the student's name, parent's name, other family members, and the student's social security number or student identification number (UCFPID). Additionally, any list of personal characteristics, or other information that would make the student's identity traceable, is not allowed to be disclosed without consent.

- **FERPA:** <http://registrar.ucf.edu/ferpa>
- **For Students:** [http://registrar.ucf.edu/docs/ferpa\\_for\\_students.pdf](http://registrar.ucf.edu/docs/ferpa_for_students.pdf)
- **For Parents/Guardians:** [http://registrar.ucf.edu/docs/ferpa\\_for\\_parents.pdf](http://registrar.ucf.edu/docs/ferpa_for_parents.pdf)
- **For Faculty/Staff:** [http://registrar.ucf.edu/docs/ferpa\\_for\\_staff.pdf](http://registrar.ucf.edu/docs/ferpa_for_staff.pdf)

## **ELIGIBILITY, MEMBERSHIPS, USE, TO-GO PROGRAM, HOURS OF OPERATION, MEAL PERIODS**

### **MEMBERSHIP DURATION:**

**6 WEEK:** June 21st, 2019 through August 2nd, 2019.

\*valid for Summer B 2019 only.

**8 MONTH:** August 23rd, 2019 through April 28th, 2020.

\*please note that all 8 Month Dining Memberships are two semester commitments for Fall 2019 and Spring 2020.

**4 MONTH:** January 4th, 2020 through April 28th, 2020.

\*valid for Spring 2020 only.

**FACULTY & STAFF:** Upon signup through the last meal consumed. \*Members that are currently classified as UCF Students must provide a copy of their most recent pay stub for verification of employment.

**ELIGIBILITY & MEMBERSHIP OPTIONS:** A valid UCF I.D. card is required to use the dining membership at all times, no exceptions will be made.

**ALL ACCESS 7:** Membership is available for purchase by any active UCF student. Unlimited access Monday through Sunday to '63 South only during the 6 Week membership; unlimited access Monday through Sunday to '63 South and Knightro's during the 8 Month and 4 Month memberships.

**ALL ACCESS 5:** Membership is available for purchase by any active UCF student. Unlimited access Monday through Friday to '63 South only during the 6 Week membership; unlimited access Monday through Friday to '63 South and Knightro's during the 8 Month and 4 Month memberships.

**ANY 14:** Membership is available for purchase by any active UCF student. Fourteen (14) meals per week at '63 South only during the 6 Week membership.

**KNIGHTS 175:** Membership is available for purchase by any active UCF student that resides in Lake Claire or Greek Housing. Resident status will be verified. One hundred and seventy-five (175) meals per semester to '63 South and Knightro's during the 8 Month and 4 Month memberships.

**KNIGHTS 80:** Membership is available for purchase by any active UCF student that resides outside of the main campus of UCF. Resident status will be verified. Eighty (80) meals per semester to '63 South and Knightro's during the 8 Month and 4 Month memberships.

**KNIGHTS 50:** Membership is available for purchase by any active UCF student that resides outside of the main campus of UCF. Resident status will be verified. Fifty (50) meals per semester to '63 South and Knightro's during the 8 Month and 4 Month memberships.

**800 DINING DOLLARS ONLY:** Membership is available for purchase by any active UCF student that resides outside of the main campus of UCF. Resident status will be verified. Eight hundred (800) Dining Dollars per semester to be used at any UCF Dining Services location.

**ADDITIONAL DINING DOLLARS:** 8 Month and 4 Month All Access memberships have the option to add additional dining dollars for a discounted price: \$100.00 additional per semester for a ten percent (10%) discount, \$200.00 additional per semester for a fifteen percent (15%) discount, or \$300.00 additional per semester for a twenty percent (20%) discount.

**VIP PACKAGE:** 8 Month and 4 Month All Access memberships have the option to add a VIP Package for \$99.00 per semester. The VIP Package allows one meal swipe per day, up to a \$6.50 value, at select retail locations. The VIP Package is only accepted at Chili's Express, Café Bustelo Student Union, Which Wich, Huey Magoos, Panda Express, Qdoba, and Steak 'n Shake.

**FACULTY & STAFF** memberships are available for purchase by active UCF employees with one of the following statuses: Full-Time Faculty, A&P Employee, USPS Employee, Teaching Assistant, Graduate Research Assistant or OPS Employee. A copy of the member's UCF I.D. card is required for verification of Faculty or Staff status. A copy of the member's most recent pay stub may be requested for further verification of Faculty or Staff status.

Duration	Membership	Start Date	End Date	Unlimited Meals	Included Dining Dollars	VIP Package	Membership Cost
6 Weeks	All Access 7	6/21/2019	8/2/2019	Yes, Mon. thru Sun.	75.00	N/A	895.00
6 Weeks	All Access 5	6/21/2019	8/2/2019	Yes, Mon. thru Fri.	50.00	N/A	800.00
6 Weeks	Any 14	6/21/2019	8/2/2019	No, 14 Meals per week	50.00	N/A	800.00
Duration	Membership	Start Date	End Date	Unlimited Meals	Included Dining Dollars	VIP Package	Membership Cost
8 Months	All Access 7	8/23/2019	4/28/2020	Yes, Mon. thru Sun.	100.00 per semester	No	4,180.00
8 Months	All Access 7 + VIP	8/23/2019	4/28/2020	Yes, Mon. thru Sun.	100.00 per semester	Yes	4,378.00
8 Months	All Access 7 + \$100 DD	8/23/2019	4/28/2020	Yes, Mon. thru Sun.	200.00 per semester	No	4,360.00
8 Months	All Access 7 + \$100 DD + VIP	8/23/2019	4/28/2020	Yes, Mon. thru Sun.	200.00 per semester	Yes	4,558.00
8 Months	All Access 7 + \$200 DD	8/23/2019	4/28/2020	Yes, Mon. thru Sun.	300.00 per semester	No	4,520.00
8 Months	All Access 7 + \$200 DD + VIP	8/23/2019	4/28/2020	Yes, Mon. thru Sun.	300.00 per semester	Yes	4,718.00
8 Months	All Access 7 + \$300 DD	8/23/2019	4/28/2020	Yes, Mon. thru Sun.	400.00 per semester	No	4,660.00
8 Months	All Access 7 + \$300 DD + VIP	8/23/2019	4/28/2020	Yes, Mon. thru Sun.	400.00 per semester	Yes	4,858.00
8 Months	All Access 5	8/23/2019	4/28/2020	Yes, Mon. thru Fri.	100.00 per semester	No	3,800.00
8 Months	All Access 5 + VIP	8/23/2019	4/28/2020	Yes, Mon. thru Fri.	100.00 per semester	Yes	3,998.00
8 Months	All Access 5 + \$100 DD	8/23/2019	4/28/2020	Yes, Mon. thru Fri.	200.00 per semester	No	3,980.00
8 Months	All Access 5 + \$100 DD + VIP	8/23/2019	4/28/2020	Yes, Mon. thru Fri.	200.00 per semester	Yes	4,178.00
8 Months	All Access 5 + \$200 DD	8/23/2019	4/28/2020	Yes, Mon. thru Fri.	300.00 per semester	No	4,140.00
8 Months	All Access 5 + \$200 DD + VIP	8/23/2019	4/28/2020	Yes, Mon. thru Fri.	300.00 per semester	Yes	4,338.00
8 Months	All Access 5 + \$300 DD	8/23/2019	4/28/2020	Yes, Mon. thru Fri.	400.00 per semester	No	4,280.00
8 Months	All Access 5 + \$300 DD + VIP	8/23/2019	4/28/2020	Yes, Mon. thru Fri.	400.00 per semester	Yes	4,478.00
8 Months	Knights 175	8/23/2019	4/28/2020	No, 175 meals per semester	250.00 per semester	N/A	3,150.00
8 Months	800 Dining Dollars Only	8/23/2019	4/28/2020	No, dining dollars only	800.00 per semester	N/A	1,600.00
8 Months	Knights 80	8/23/2019	4/28/2020	No, 80 meals per semester	150.00 per semester	N/A	1,570.00
8 Months	Knights 50	8/23/2019	4/28/2020	No, 50 meals per semester	150.00 per semester	N/A	1,150.00
Duration	Membership	Start Date	End Date	Unlimited Meals	Included Dining Dollars	VIP Package	Membership Cost
4 Months	All Access 7	1/4/2020	4/28/2020	Yes, Mon. thru Sun.	100.00	No	2,090.00
4 Months	All Access 7 + VIP	1/4/2020	4/28/2020	Yes, Mon. thru Sun.	100.00	Yes	2,189.00
4 Months	All Access 7 + \$100 DD	1/4/2020	4/28/2020	Yes, Mon. thru Sun.	200.00	No	2,180.00
4 Months	All Access 7 + \$100 DD + VIP	1/4/2020	4/28/2020	Yes, Mon. thru Sun.	200.00	Yes	2,279.00
4 Months	All Access 7 + \$200 DD	1/4/2020	4/28/2020	Yes, Mon. thru Sun.	300.00	No	2,260.00
4 Months	All Access 7 + \$200 DD + VIP	1/4/2020	4/28/2020	Yes, Mon. thru Sun.	300.00	Yes	2,359.00
4 Months	All Access 7 + \$300 DD	1/4/2020	4/28/2020	Yes, Mon. thru Sun.	400.00	No	2,330.00
4 Months	All Access 7 + \$300 DD + VIP	1/4/2020	4/28/2020	Yes, Mon. thru Sun.	400.00	Yes	2,429.00
4 Months	All Access 5	1/4/2020	4/28/2020	Yes, Mon. thru Fri.	100.00	No	1,900.00
4 Months	All Access 5 + VIP	1/4/2020	4/28/2020	Yes, Mon. thru Fri.	100.00	Yes	1,999.00
4 Months	All Access 5 + \$100 DD	1/4/2020	4/28/2020	Yes, Mon. thru Fri.	200.00	No	1,990.00
4 Months	All Access 5 + \$100 DD + VIP	1/4/2020	4/28/2020	Yes, Mon. thru Fri.	200.00	Yes	2,089.00
4 Months	All Access 5 + \$200 DD	1/4/2020	4/28/2020	Yes, Mon. thru Fri.	300.00	No	2,070.00
4 Months	All Access 5 + \$200 DD + VIP	1/4/2020	4/28/2020	Yes, Mon. thru Fri.	300.00	Yes	2,169.00
4 Months	All Access 5 + \$300 DD	1/4/2020	4/28/2020	Yes, Mon. thru Fri.	400.00	No	2,140.00
4 Months	All Access 5 + \$300 DD + VIP	1/4/2020	4/28/2020	Yes, Mon. thru Fri.	400.00	Yes	2,239.00
4 Months	Knights 175	1/4/2020	4/28/2020	No, 175 meals per semester	250.00	N/A	1,575.00
4 Months	800 Dining Dollars Only	1/4/2020	4/28/2020	No, dining dollars only	800.00	N/A	800.00
4 Months	Knights 80	1/4/2020	4/28/2020	No, 80 meals per semester	150.00	N/A	785.00
4 Months	Knights 50	1/4/2020	4/28/2020	No, 50 meals per semester	150.00	N/A	575.00
Duration	Membership	Start Date	End Date	Unlimited Meals	Included Dining Dollars	VIP Package	Membership Cost
Faculty & Staff	Faculty & Staff 100	Upon Signup	N/A	No, 100 meals	0.00	N/A	575.10
Faculty & Staff	Faculty & Staff 75	Upon Signup	N/A	No, 75 meals	0.00	N/A	511.20
Faculty & Staff	Faculty & Staff 50	Upon Signup	N/A	No, 50 meals	0.00	N/A	356.78
Faculty & Staff	Faculty & Staff 25	Upon Signup	N/A	No, 25 meals	0.00	N/A	186.38

**DINING DOLLARS:**

Dining Members may redeem their Dining Dollars at any UCF Dining Services location. Dining Dollars are not valid at any non UCF Dining Services location. Dining Dollars may not be used for the purchase of alcohol or gratuity. At the end of each membership, any unused Dining Dollars will expire and will not be credited or refunded.

- 6 Week Memberships Expire: August 2nd, 2019
- 8 Month and 4 Month Memberships Expire: April 28th, 2020

The Dining Dollars amount for the Spring semester included in the 8 Month Dining Membership will load on January 4th, 2020.

**DINING DOLLARS RELOAD**

Dining Members may reload their Dining Dollars balance, by visiting [www.ucfdining.com](http://www.ucfdining.com) to manage their account. Dining Dollars may only be reloaded with a minimum reload of \$50. Dining Dollars reloaded will expire at end of the current membership

**STUDENT DINING MEMBERSHIP USE:** All UCF Dining memberships are non-transferable. Only the Member named on the agreement is entitled to services extended under the UCF Dining Membership Agreement. Members have the option of eating their meal in the dining location or taking their meal to-go, but are not permitted to do both at the same time. All UCF Dining memberships will expire at the end of the membership duration and will not rollover to the following semester.

**FACULTY & STAFF MEMBERSHIP USE:** All UCF Dining memberships are non-transferable. Only the Member named is entitled to services extended under the agreed to UCF Dining Membership Agreement. Members may use their membership multiple times per day; however, only four (4) meals may be redeemed within each meal period. Three (3) meals per meal period may be used for guests of the Member, but the meals will count towards the maximum meals for each meal period. Members have the option of eating their meal in the dining location or taking their meal to-go, but are not permitted to do both at the same time. All UCF Dining Faculty & Staff memberships will not expire.

**TO-GO PROGRAM:** Each Member, with the exception of Knights 80 and Knights 50 Members, are allowed to participate in the sustainable to-go program at the start of the dining membership agreement. To-go containers are available at the cashier counter of '63 South and Knightro's. Members have the option of eating their meal in the dining location or taking their meal to-go, but are not permitted to do both at the same time. Members must notify the cashier when they are taking a meal to-go and swipe for the to-go meal. All to-go meals must be consumed outside of the dining locations.

**HOURS OF OPERATION:** UCF Dining Services agrees to provide all-you-care-to-eat restaurant access at '63 South and/or Knightro's during posted hours of operation. Due to the possibility of remodeling, maintenance, inclement weather, and other unforeseen events, the hours of operation may change. Any operational change will be posted to the UCF Dining website ([www.ucfdining.com](http://www.ucfdining.com)) and signs will be posted at all affected dining locations.

**MEAL PERIODS:** Breakfast: Open – 11:00am      Lunch: 11:00am – 4:00pm      Dinner: 4:00pm – Close

**SERVICE INTERRUPTION DATES:** UCF Dining Services dining facilities are closed during select holidays and semester break periods. Dates published in online agreements and on the UCF Dining Services website may be updated or changed to address and resolve inconsistencies or discrepancies resulting from input errors on one or both sources. Dates as published to the UCF Academic Calendar are deemed the source document for UCF Dining Services dates. Any changes to the service interruption dates will be posted to the UCF Dining website ([www.ucfdining.com](http://www.ucfdining.com)) and signs will be posted at all affected dining locations. UCF Dining Services does not offer dining memberships during Summer A, C, or D 2019.

Holiday	Date
Thanksgiving	11/27/2019 thru 11/30/2019
Winter Break	12/12/2019 thru 1/3/2020
Spring Break	3/7/2020 thru 3/14/2020

## **MEMBERSHIP CONDUCT & POLICIES**

**CONDUCT:** The Member is responsible for knowing and observing all UCF regulations and procedures regarding behavior and conduct, including the UCF Golden Rule, UCF Dining Services publications, and other official UCF publications. UCF Dining Services reserves the right to establish or adopt additional rules regarding student conduct, as deemed necessary by UCF Dining Services. Newly established or adopted rules will be communicated to the Member as provided in this document. The Member agrees to abide by additional rules and regulations that are established or adopted by UCF Dining Services once communicated to the Member.

**POLICIES:** In order to utilize dining membership privileges, the Member must present a valid UCF I.D. card. Any possession and/or providing misleading information and/or falsification of University records will result in direct referral to UCF Student Conduct. If the Member's UCF I.D. card is lost or stolen, it is the Member's responsibility to immediately contact UCF Card Services for a replacement I.D. card.

All Members are required to wear proper attire when entering any dining facility. Members without shirts, shoes or pants will not be admitted to the dining locations.

It is the Member's direct responsibility to return all dishes and trash to the dish return areas in each dining location.

UCF Dining Services reserves the right to charge the Member for dining facility damages that are caused by the Member.

## **FINANCIAL OBLIGATIONS**

**PAYMENTS VIA MYUCF ACCOUNT:** The Member agrees to make payment on their student account balance according to billing instructions published by UCF Student Account Services. Visit the UCF Student Account Services website for more information ([www.studentaccounts.ucf.edu](http://www.studentaccounts.ucf.edu)). The charge for the dining membership selected will be posted to the Member's myUCF account. It is the Member's responsibility to verify the payment amount(s) and due date(s). UCF Dining Services is not responsible for notifying the Member of any unpaid past due balances.

All members accepting financial aid agree to the following: *I have a valid UCF I.D. card. If I do not have a valid UCF I.D. card, I will need to obtain one before I am eligible for funding under this program. I have a complete financial aid file (no remaining items on my To-Do List). I authorize UCF to share my information with UCF Dining Services. I authorize my financial aid to pay the charges incurred through my UCF Dining Membership to UCF Dining Services. I understand that I am responsible for membership charges in the event my financial aid does not cover the full amount. I understand that it is my responsibility to secure sufficient funding that will fully cover the membership charges. I understand that enrollment as a less than full-time student could affect the calculation of my membership payment. I understand that loans cannot be accepted until I have completed all To-Do List items. I understand that, should I receive financial aid which covers my entire membership, the aid will be applied to all open balances.*

**STUDENT PAYMENTS:** Members choosing eight (8) month memberships will automatically be assigned two payment deadlines equaling the total value of the membership chosen: the first installment due in the fall semester and the second installment due in the spring semester. Six (6) week memberships and four (4) month memberships will automatically be assigned one payment deadline.

<b>Duration</b>	<b>First Deadline</b>	<b>Second Deadline</b>
6 Weeks	7/5/2019	N/A
8 Months	9/6/2019	1/17/2020
4 Months	1/17/2020	N/A

**STUDENT MONTHLY PAYMENTS:** Members may choose to make monthly payments for their eight (8) or four (4) month membership. A twenty dollar (\$20.00) processing fee will be assessed with each payment. By selecting monthly payments, the Member agrees to make payments on their myUCF account by the due dates listed below.

Duration	Membership	Due 8/1/19	Due 9/1/19	Due 10/1/19	Due 11/1/19	Due 12/1/19	Due 1/1/20	Due 2/1/20	Due 3/1/20
8 Months	All Access 7	542.50	542.50	542.50	542.50	542.50	542.50	542.50	542.50
8 Months	All Access 7 + VIP	567.25	567.25	567.25	567.25	567.25	567.25	567.25	567.25
8 Months	AI Access 7 + \$100 DD	565.00	565.00	565.00	565.00	565.00	565.00	565.00	565.00
8 Months	AI Access 7 + \$100 DD + VIP	589.75	589.75	589.75	589.75	589.75	589.75	589.75	589.75
8 Months	AI Access 7 + \$200 DD	585.00	585.00	585.00	585.00	585.00	585.00	585.00	585.00
8 Months	AI Access 7 + \$200 DD + VIP	609.75	609.75	609.75	609.75	609.75	609.75	609.75	609.75
8 Months	AI Access 7 + \$300 DD	602.50	602.50	602.50	602.50	602.50	602.50	602.50	602.50
8 Months	AI Access 7 + \$300 DD + VIP	627.25	627.25	627.25	627.25	627.25	627.25	627.25	627.25
8 Months	All Access 5	495.00	495.00	495.00	495.00	495.00	495.00	495.00	495.00
8 Months	All Access 5 + VIP	519.75	519.75	519.75	519.75	519.75	519.75	519.75	519.75
8 Months	All Access 5 + \$100 DD	517.50	517.50	517.50	517.50	517.50	517.50	517.50	517.50
8 Months	All Access 5 + \$100 DD + VIP	542.25	542.25	542.25	542.25	542.25	542.25	542.25	542.25
8 Months	All Access 5 + \$200 DD	537.50	537.50	537.50	537.50	537.50	537.50	537.50	537.50
8 Months	All Access 5 + \$200 DD + VIP	562.25	562.25	562.25	562.25	562.25	562.25	562.25	562.25
8 Months	All Access 5 + \$300 DD	555.00	555.00	555.00	555.00	555.00	555.00	555.00	555.00
8 Months	All Access 5 + \$300 DD + VIP	579.75	579.75	579.75	579.75	579.75	579.75	579.75	579.75
8 Months	Knights 175	413.75	413.75	413.75	413.75	413.75	413.75	413.75	413.75
8 Months	Knights 80	216.25	216.25	216.25	216.25	216.25	216.25	216.25	216.25
8 Months	Knights 50	163.75	163.75	163.75	163.75	163.75	163.75	163.75	163.75
4 Months	All Access 7	0.00	0.00	0.00	0.00	542.50	542.50	542.50	542.50
4 Months	All Access 7 + VIP	0.00	0.00	0.00	0.00	567.25	567.25	567.25	567.25
4 Months	AI Access 7 + \$100 DD	0.00	0.00	0.00	0.00	565.00	565.00	565.00	565.00
4 Months	AI Access 7 + \$100 DD + VIP	0.00	0.00	0.00	0.00	589.75	589.75	589.75	589.75
4 Months	AI Access 7 + \$200 DD	0.00	0.00	0.00	0.00	585.00	585.00	585.00	585.00
4 Months	AI Access 7 + \$200 DD + VIP	0.00	0.00	0.00	0.00	609.75	609.75	609.75	609.75
4 Months	AI Access 7 + \$300 DD	0.00	0.00	0.00	0.00	602.50	602.50	602.50	602.50
4 Months	AI Access 7 + \$300 DD + VIP	0.00	0.00	0.00	0.00	627.25	627.25	627.25	627.25
4 Months	All Access 5	0.00	0.00	0.00	0.00	495.00	495.00	495.00	495.00
4 Months	All Access 5 + VIP	0.00	0.00	0.00	0.00	519.75	519.75	519.75	519.75
4 Months	All Access 5 + \$100 DD	0.00	0.00	0.00	0.00	517.50	517.50	517.50	517.50
4 Months	All Access 5 + \$100 DD + VIP	0.00	0.00	0.00	0.00	542.25	542.25	542.25	542.25
4 Months	All Access 5 + \$200 DD	0.00	0.00	0.00	0.00	537.50	537.50	537.50	537.50
4 Months	All Access 5 + \$200 DD + VIP	0.00	0.00	0.00	0.00	562.25	562.25	562.25	562.25
4 Months	All Access 5 + \$300 DD	0.00	0.00	0.00	0.00	555.00	555.00	555.00	555.00
4 Months	All Access 5 + \$300 DD + VIP	0.00	0.00	0.00	0.00	579.75	579.75	579.75	579.75
4 Months	Knights 175	0.00	0.00	0.00	0.00	413.75	413.75	413.75	413.75
4 Months	Knights 80	0.00	0.00	0.00	0.00	216.25	216.25	216.25	216.25
4 Months	Knights 50	0.00	0.00	0.00	0.00	163.75	163.75	163.75	163.75

**STUDENT THIRD PARTY PAYMENTS:** If the Member has or is a beneficiary of third party funding, such as Vocational Rehabilitation, then the Member is responsible for the following:

- A. Complete the UCF Dining Membership Agreement 2019-2020.
- B. Immediately notify the UCF Student Account Services Third Party Billing department and complete all required documents for full payment of the membership.
- C. Complete a Payment Change / Extension Request in the UCF Dining Services Office to extend your payment deadline. The Member must provide proof that UCF Student Account Services Third Party Billing was notified and is processing payment on their behalf.

**HOLDS:** UCF Dining Services will place a HOLD on the Member's account for unpaid, past due balances. The HOLD will remain in place until paid or resolved. A HOLD can prevent the Member from enrolling, registering for classes, viewing grades, and/or receiving a diploma or transcripts from UCF.

**COLLECTIONS:** Account balances outstanding for more than one semester may be referred to collections, in which case, the Member agrees to reimburse UCF Dining Services and/or UCF for the fees of any collection agency, which may be based on a percentage of the debt collected, and all costs and expenses, including reasonable attorneys' fees incurred in such collection efforts. Accounts, charges and assessments that have been referred to collections are not appealable, and will not be considered by the Dining Membership Committee.

**FACULTY & STAFF FULL PAYMENT:** The Member agrees to make full payment online or in the UCF Dining Services Office upon completion of the UCF Dining Membership Agreement. Full payment is only accepted in the form of a credit card and includes Orange County sales tax equal to six and one half percent (6.5%) of the total membership value.

## MEMBERSHIP CHANGE REQUESTS & CANCELLATION REQUESTS

**STUDENT UPGRADE REQUESTS:** Members may request to upgrade their membership at any time by completing a Membership Change Request in the UCF Dining Services Office. The Member is responsible for paying the difference in membership cost through their myUCF account.

**STUDENT DOWNGRADE REQUESTS:** Members may request to downgrade their membership prior to the deadlines listed below by completing a Membership Change Request in the UCF Dining Services Office. Members may only downgrade their base plan, additional dining dollars and VIP package selections will carry over to the downgraded plan. Eligibility requirements will still need to be met and proven.

Duration	Membership	Deadline
6 Weeks	All Access 7	6/28/2019
6 Weeks	All Access 5	6/28/2019
6 Weeks	Any 14	6/28/2019
8 Months	All Access 7	8/30/2019
8 Months	All Access 5	8/30/2019
8 Months	Knights 175	8/30/2019
8 Months	Knights 80	8/30/2019
8 Months	Knights 50	N/A
4 Months	All Access 7	1/10/2020
4 Months	All Access 5	1/10/2020
4 Months	Knights 175	1/10/2020
4 Months	Knights 80	1/10/2020
4 Months	Knights 50	N/A

**STUDENT CANCELLATION REQUESTS:** All requests for cancellation of the UCF Dining Membership Agreement must be submitted through the UCF Dining Services cancellation website (<https://businessservices.ucf.edu/contact/>) by the Member, by the deadlines listed below. UCF Dining Services will charge fees and/or assessments if this agreement is cancelled. The amount of the cancellation assessment is not a penalty, but liquidated damages to compensate UCF Dining Services for lost membership revenue, additional administrative costs, and lost opportunity costs arising from and related to the cancellation of the agreement. Upon approval from the Dining Membership Committee, all cancellation assessments will be based on the date the cancellation request was submitted. Cancellation assessments are calculated on a weekly basis regardless of the amount of meals consumed by the Member. Cancellation assessments include swipes at the dining locations, Dining Dollars spent by the Member, and VIP meals redeemed by the Member calculated at six dollars and fifty cents (\$6.50) per swipe. Cancellation fees are due and payable upon the date the cancellation is approved by the Dining Membership Committee. Cancellation fees must be paid in full by credit card at the UCF Dining Services Office. Cancellation assessments will be charged and appear on the Member's myUCF account in the semester the cancellation request is approved. The Dining Membership Committee reserves the right to deny cancellations requests for any reason, including lack of supporting information and submissions after the deadlines listed below.

Duration	Membership	Withdraw	Deadline	Cancellation Fee
6 Weeks	All Access 7	7/18/2019	6/28/2019	100.00
6 Weeks	All Access 5	7/18/2019	6/28/2019	100.00
6 Weeks	Any 14	7/18/2019	6/28/2019	100.00
8 Months	All Access 7	11/29/2019	9/13/2019	200.00
8 Months	All Access 5	11/29/2019	9/13/2019	200.00
8 Months	Knights 175	11/29/2019	9/13/2019	200.00
8 Months	800 Dining Dollars Only	11/29/2019	9/13/2019	200.00
8 Months	Knights 80	11/29/2019	9/13/2019	150.00
8 Months	Knights 50	11/29/2019	9/13/2019	150.00
4 Months	All Access 7	3/18/2020	1/24/2020	200.00
4 Months	All Access 5	3/18/2020	1/24/2020	200.00
4 Months	Knights 175	3/18/2020	1/24/2020	200.00
4 Months	800 Dining Dollars Only	3/18/2020	1/24/2020	200.00
4 Months	Knights 80	3/18/2020	1/24/2020	150.00
4 Months	Knights 50	3/18/2020	1/24/2020	150.00

## **REASONS FOR STUDENT CANCELLATION REQUESTS:**

**GRADUATION:** The Member graduates from UCF in December and no longer requires the dining membership for the remaining four (4) months of their eight (8) month membership. The Member must provide documentation from UCF confirming their graduation. A cancellation fee is not assessed for this reason.

**TRANSFER OR WITHDRAWAL:** The Member has transferred to another institution or withdrawn from UCF. The Member must provide documentation from UCF confirming their withdrawal or from another institution confirming their enrollment. A cancellation fee will be assessed for this reason.

**MEDICAL WITHDRAWAL:** The Member medically withdraws from UCF. The Member must provide documentation from UCF confirming their medical withdrawal. A cancellation fee will not be assessed for this reason.

**FRATERNITY OR SORORITY:** The Member has joined a fraternity or sorority that requires enrollment in their meal plan. The Member must provide documented evidence on official letterhead from their chapter President or Treasurer that includes the Member's name, UCF ID number, whether the chapter meal plan is voluntary or mandatory, the cost of the chapter meal plan, and the signature and date of the chapter President or Treasurer. A cancellation fee will not be assessed for this reason.

**FINANCIAL HARDSHIP:** The Member has experienced a financial hardship after agreeing to the dining membership. The Member must provide documented evidence of their financial hardship. Lack of detailed information supporting the financial hardship will result in a denied request. A cancellation fee will be assessed for this reason.

**MEDICALLY RESTRICTIVE DIET:** The Member has developed a medically restrictive diet after agreeing to the dining membership that is preventing them from using the membership. A Medical Exemption Form must be completed by the Member's doctor and the original document mailed to the Dining Membership Committee. The form and mailing address are located on the UCF Dining Services cancellation website. A cancellation fee will not be assessed for this reason.

**VOLUNTARY RESTRICTIVE DIET:** The Member has voluntarily restricted their diet after agreeing to the dining membership. The Member must provide detailed dietary restrictions to support their request. This information will be shared with the UCF Dining Services culinary team and a personal meeting scheduled to review accommodations. The culinary team will report their accommodations to the Dining Membership Committee for a final decision. A cancellation fee will be assessed for this reason.

**FACULTY & STAFF CHANGE REQUESTS:** Faculty & Staff Members are not permitted to change their membership until all current meals have been redeemed.

**FACULTY & STAFF CANCELLATION REQUESTS:** Members may request to cancel their Faculty & Staff Membership by e-mailing [ucfdining@ucf.edu](mailto:ucfdining@ucf.edu) and must include documentation from UCF stating that the Member is no longer employed by UCF. The Member will receive a refund for any unused meals upon confirmation of termination with UCF.