



Chestnut Residence Access Meal Plan Terms and Conditions - 2024/2025

Food Services

Our mission is to provide a wide range of affordable, sustainable, and nutritious food options through excellent service, commitment to our environment and the celebration of food to reflect our diverse community.

Food Services is committed to enhancing the overall student experience within the dining hall and developing food standards and campus wide initiatives such as a commitment to local food purchasing, a bottled water free campus, waste management and compost programs, and working with food rescue partners within our downtown community.

Where Your Meal Plan Dollars Go

Your non-refundable Residence Access Meal Plan represents a commitment to eat a predictable number of meals in the Chestnut Dining Hall over a specified period.

In return for this commitment, the Food Services team plans the annual program, hours of operation, menus, staffing levels and corresponding services. Access Meal Plan funds contribute to associated costs, such as but not limited to, labour, cost of food, equipment, facility maintenance and utilities.

Chestnut Residence Access Meal Plans

Access Meal Plans are mandatory for Chestnut Residents and are referred to in this agreement as the Residence Access Meal Plan (Access Meal Plan or meal plan).

Accepting a placement in Chestnut Residence is an automatic acceptance of an Access Meal Plan and all the terms and conditions therein. All costs and fees associated with a mandatory meal plan are included in the Occupancy Fee.

Access Meal Plan Options

There are three Access Meal Plans to consider before selecting your preferred option. The Unlimited, Access 14 and Access 10 plans are redeemable at the Chestnut Dining Hall and come with Dining Dollars for use at campus food service locations.

The Access Meal plan week begins on Sunday and ends on Saturday.

- **Unlimited Access** – Allows students **Unlimited** entry swipes each week to the Chestnut Dining Hall to eat what they want without worrying about counting weekly meal swipes. The **Unlimited Access** plan includes \$800 Dining Dollars for purchasing food and beverages at participating food service locations on campus.
- **Access 14** – Students have access to **14 Entry Swipes per week** to the Chestnut Dining Hall – with each entry swipe access students can eat what they want from a variety of options offered at the Dining Hall. The Access 14 plan includes \$1,100.00 Dining Dollars for purchasing food and beverages at participating food service locations on campus. **Entry Swipes are reset to 14 accesses each week.**



- **Access 10** – Students have access to **10 Entry Swipes per week** to the Chestnut Dining Hall - with each entry swipe access students can eat what they want from a variety of options offered at the Dining Hall. The Access 10 plan includes \$1300.00 Dining Dollars for purchasing food and beverages at participating food service locations on campus. **Entry Swipes are reset to 10 accesses each week.**

| Unlimited Access Plan | Term 1 Amount | Term 2 Amount | Total |
|-------------------------------|----------------------|----------------------|------------------|
| Unlimited Entry Swipes | \$3230.00 | \$3100.00 | \$6330.00 |
| Dining Dollars | \$800.00 | | \$800.00 |
| Tbucks | \$50.00 | | \$50.00 |
| CIF | \$150.00 | | \$150.00 |
| Total | \$4230.00 | \$3100.00 | \$7330.00 |

| Access 14 Plan | Term 1 Amount | Term 2 Amount | Total |
|---------------------------------|----------------------|----------------------|------------------|
| 14 Entry Swipes per week | \$2806.00 | \$2694.00 | \$5500.00 |
| Dining Dollars | \$1100.00 | | \$1100.00 |
| Tbucks | \$50.00 | | \$50.00 |
| CIF | \$150.00 | | \$150.00 |
| Total | \$4106.00 | \$2694.00 | \$6800.00 |

| Access 10 Plan | Term 1 Amount | Term 2 Amount | Total |
|---------------------------------|----------------------|----------------------|------------------|
| 10 Entry Swipes per week | \$2434.00 | \$2336.00 | \$4770.00 |
| Dining Dollars | \$1300.00 | | \$1300.00 |
| Tbucks | \$50.00 | | \$50.00 |
| CIF | \$150.00 | | \$150.00 |
| Total | \$3934.00 | \$2336.00 | \$6270.00 |

The **Dining Dollars** portion of the meal plan is available for purchasing tax-exempt food and beverages (as per Canada Revenue Agency (CRA) regulations) at participating Food Services locations, including New College Residence Dining. Visit [Where to Eat on Campus](#) for a list of participating locations. At the end of the academic year (April 30, 2025) unused Dining Dollars are transferred to Food Services Campus Flex Dollars.

It is important to note, whichever plan you choose, having enough **Dining Dollars** for the entire academic year depends on your eating habits and budgeting. Meal Plan holders who use all their Dining Dollars before the end of the academic year can purchase additional funds using [E Accounts](#).

Dining Dollars top-ups are subject to the Chestnut Residence Meal Plan Terms and Conditions.



TBucks

Each meal plan includes a preloaded amount of TBucks. TBucks is a common form of currency accepted across campus. They can be used to purchase products at participating locations, or for textbooks and payment for printing and photocopying on campus. Additional TBucks can be purchased by anyone in possession of a TCard for use on the U of T St. George and Scarborough Campuses. TBucks purchases are subject to applicable taxes. [TBucks Policy](#)

The **Residence Capital Improvement Fund (CIF)** is a non-refundable fee used for capital investments that directly enhance the residence dining experience, facilities, environment, and equipment.

1. How The Chestnut Dining Hall Access Plans Work

- a. Access Meal Plans, Dining Dollars and TBucks are loaded on the meal plan holders TCard at meal plan commencement.
- b. Access Plan holders present their TCard to the entrance attendant and swipe or tap their card to gain entry to the Chestnut Dining Hall.

Access Plans have a defined number of entry swipes per week: **The Access Meal plan week begins on Sunday and ends on Saturday.**

- I. **Unlimited Access** – Unlimited Entry Swipes per week to the Dining Hall.
 - II. **Access 14** - Access is limited to 14 Entry Swipes per week to the Dining Hall. Unused Entry Swipes expire at the end of each week. Entry Swipes are reset to 14 at the beginning of each week.
 - III. **Access 10** - Access is limited to 10 Entry Swipes per week to the Dining Hall. Unused Entry Swipes expire at the end of each week. Entry Swipes are reset to 10 at the beginning of each week.
- c. Access Plans operate as an all-you-care-to-eat platform, which allows Access Meal Plan holders to eat what they want and the quantity they wish to eat during each Chestnut Dining Hall entry.
 - d. Access 14 and Access 10 plans do not allow in-and-out privileges – **each entry to the dining hall requires an Entry Swipe.**
 - e. Chestnut Dining Hall is eat-in only – limited takeout options available.

2. Access Plans Terms and Conditions

- a. Participation in an Access Meal Plan is part of the residence occupancy agreement and is mandatory.
- b. Chestnut Residence Access Meal Plans are only redeemable at Chestnut Residence Dining.
- c. Access Meal Plans are non-refundable, including no discount, credit, or refund for unused Entry Swipes.
- d. Unused Access 14 and Access 10 Entry Swipes are not transferable and do not carryover to subsequent weeks. Unused Entry Swipes expire at the end of each week.



- e. Access 14 and Access 10 Entry Swipes are reset at the beginning of each week.
- f. Access Meal Plans, including Entry Swipes, are not transferable and **shall only be used by the resident to whom the Access Plan is issued.**
- g. Access meal plan holders can dine with guests who do not have a meal plan – guests pay the meal period entrance fee at each visit (debit, credit, TBucks or Dining Dollars). No in-and-out privileges and meals are eat-in only.
- h. Access Meal Plan Entry Swipes are not permitted for use for guest entry. **Entry Swipes shall only be used for Chestnut Dining access for the resident to whom the Access Plan is issued.**
- i. Entrance attendants and cashiers reserve the right to confirm the identity of the student and their Access Meal Plan at each Entry Swipe.
- j. A TCard should be treated as a credit/debit card and kept in a secure location. All Entry Swipes and/or Dining Dollar funds used between the time a TCard is lost/stolen/destroyed and reporting of the loss will not be refunded.

3. Changing or Topping Up an Access Meal Plan

- a. Residents who determine that a different plan would better suit their needs will have up to **12:00 pm on September 12, 2024**, to request an Access Meal Plan change. All approved changes will be effective September 15, 2024. Access Meal Plan change requests received after 12:00 pm, September 12, 2024, will not be processed. Chestnut Residence Access Meal Plan Terms and Conditions – 2024/2025 remain in full effect for all Access Meal Plan changes. Retroactive changes not permitted.
- b. Plan holders who determine they need additional residence dining dollars during the academic year can add funds to their account – referred to as a “top-up”. Additional Dining Dollars can be purchased using [E Accounts](#). Additional Dining Dollars are subject to the Terms and Conditions contained herein.

4. Dining Dollar Carryover

Unused Dining Dollars, including additional funds added throughout the year, are transferred to **Food Services Campus Flex Dollars** at the completion of the academic year, April 30, 2025, and can be used to purchase food, beverage, and other items at participating Food Services locations. Campus Flex Dollars are loaded onto the meal plan holders TCard for purchases beginning May 2025. Campus Flex Dollars are refundable with confirmation of withdrawal from the University of Toronto, St. George campus, or academic completion. Refunds incur a \$50.00 administration fee and will be deducted from the refund amount. Balances of \$50.00 or less do not qualify for a refund. Campus Flex Dollar purchases are subject to applicable taxes.

1. Early Withdrawal

For residents who withdraw from residence early in accordance with Chestnut Residence Occupancy agreement, the following will apply:



- a. Refunds are limited to the Unlimited Entry, 14 Entry, or 10 Entry Amount portion of the Access Plans. No refund of the CIF, TBucks or Dining Dollars. TBucks and Dining Dollars refunds subject to the Terms and Conditions associated with each plan. Entry Value refunds are issued based on the withdrawal date falling within the periods listed below.

For residents who withdraw from residence early in accordance with Chestnut Residence Occupancy Agreement, the following will apply.

- b. Refunds are limited to the Unlimited Entry, 14 Entry, or 10 Entry portion of the Access Plans.
- c. No refund of the CIF – TBucks and Dining Dollars refunds subject to the Terms and Conditions.
- d. Meal Plan Commencement to November 30th
 - i. Unlimited Access, Access 10 and Access 14 plan refunds are calculated subject to a pro-rated charge per week and based on a 30-day minimum charge from the meal plan commencement date and past the first 30 days to the first Saturday following the withdrawal date, up to a refund maximum of 50% of the Term 1 Entry Amount.
 - ii. Term 2 – Refund of the Term 2 Entry Amount for Unlimited Access, Access 10, and Access 14 Entry plans.
 - iii. Refunds incur a \$50.00 administration fee that will be deducted from the refund amount.
- e. December 1st to end of Term 1
 - i. After November 30th Term 1 is deemed complete - No refunds issued.
 - ii. Term 2 – Refund of the Term 2 Entry Amount for Unlimited Access, Access 10, and Access 14 Entry plans.
 - iii. Refunds incur a \$50.00 administration fee that will be deducted from the refund amount.
- f. Commencement of Term 2 to March 1st
 - i. Term 1 is deemed complete - No Term 1 refunds issued.
 - ii. Term 2 Unlimited Access, Access 10, and Access 14 plan refunds are calculated subject to a pro-rated charge per week based on the commencement date of Term 2 to the first Saturday following the withdrawal date, up to a maximum refund of 50% of the Term 2 Entry Amount.
 - iii. Refunds incur a \$50.00 administration fee that will be deducted from the refund amount.



- g. March 2nd to end of Term 2
 - i. No refunds issued.
- h. Entry Amounts

| Plan | Term 1 Entry Amount | Term 2 Entry Amount |
|----------------|----------------------------|----------------------------|
| Unlimited Plan | \$3230.00 | \$3100.00 |
| Access 14 Plan | \$2806.00 | \$2694.00 |
| Access 10 Plan | \$2434.00 | \$2336.00 |

*Retroactive refunds not permitted

Meal Plan Key Dates

1. Meal Plan commences: August 25, 2024.
2. Term 1 commences with breakfast service on August 25, 2024
3. Access Meal Plan changes - cut-off date for a change request: September 12, 2024, before 12:00 pm.
4. University Winter Holiday Closure: December 23rd, 2024, to January 3rd, 2025, inclusive.
5. Chestnut Dining closes after dinner service on December 22nd, 2024.
6. Term 2 commences on January 4th, 2025.
7. Meal Plan End Date April 30th, 2025.
8. Unused Dining Dollars are transferred to Campus Flex Dollars at the completion of Term 2, April 30, 2025 – transfers are completed on or before May 8th, 2025.

*Dates subject to change