



## Residential Meal Plan Terms and Conditions

Updated August 28, 2025

- I. **Notice.** These terms and conditions are reviewed annually and subject to change without notice.
- II. **Default Meal Plan.** All students with an active housing assignment are automatically enrolled in the All Access Blue meal plan each semester (Fall and Spring). It is the student's responsibility to change or update their meal plan through UNCGenie during the meal plan change window. Meal plan selections made for the Fall semester will not automatically carry forward for the Spring semester.
- III. **Meal Plan Changes.** Students can change their meal plan based on their housing assignment.
  - a. **Required All Access Plan.** Residents of Cone, Grogan, Guilford, Mary Foust, Moore/Strong, North Spencer, South Spencer, Weil/Weinfeld, Ragsdale/Mendenhall, Reynolds, Jefferson Suites, Bailey, Coit, Cotton, Gray, Hinshaw, Jamison, and Shaw are required to purchase one of the All Access plans.
  - b. **Required All Access Plan, Spartan Eats, or Flex Pack.** Residents of Spring Garden Apartments and Tower Village are required to purchase an All Access Plan, Spartan Eats, or Flex Pack.
  - c. **Voluntary Meal Plan.** Residents of Spartan Village are not required to purchase a meal plan of any type; however, they will still be assigned the default meal plan until it is changed/removed by the student through UNCGenie.
- IV. **Meal Plan Charges.** All charges for meal plans or Flex packs will be placed on the student's account and are subject to the same payment deadlines and penalties as other university charges.
- V. **Meal Plan Restrictions.** All Access meal plan holders are not allowed to share meal swipes with fellow students, faculty, staff, or visitors, except for guest swipes. All Access plans come with a set number of guest swipes that can be redeemed for any meal period. Each guest pass is good for one meal per guest. Meal plan holders must accompany and dine with their guests at the Fountain View dining hall. To redeem the guest pass, the meal plan holder must present their UNCG Spartan Card to the cashier and notify them of the guest swipe usage.
- VI. **Request for Required Meal Plan Exception (Plan Exception).** On rare occasions, a student with a required meal plan may be granted a plan exception for medically necessary reasons; however, an exception from the required meal plan is not granted solely based on special dietary restrictions. The dining program offers a diverse range of menu options to accommodate most dietary and religious needs. UNCG Dining will collaborate with and make every reasonable attempt to provide accommodation for campus diners, regardless of the nature of the accommodation request. Students requesting medically necessary meal plan exceptions must follow the procedures outlined

below to complete the plan exception process. Submitting a plan exception request does not automatically grant an exception. Each submission will be evaluated on a case-by-case basis.

If the student requesting a plan exception is responsive throughout the process, they should receive an update on the status of their meal plan exception request within 15 business days. Approved plan exceptions are effective for the full academic year, unless otherwise stipulated in the approval decision.

### **Important Notes Regarding the Meal Plan Exception Process**

- a. **Financial Matters.** The plan exception process is not intended for consideration due to financial concerns. Submissions exclusively based on financial concerns or disputes will not be considered.
- b. **Student Engagement.** There is an expectation that students seeking an exception will be responsive to emails and attend the required meeting with the registered dietitian (referenced below). If the student is not responsive or does not attend the meeting with the registered dietitian, the exception request will be removed from consideration.
- c. **University Email Address.** All email correspondence regarding the plan exception process will be sent to the student's official UNCG email address.

### **Required Meal Plan Exception Process.**

1. **Student Requests Exception.** The student requests a meal plan exception through the [online exception form](#).
2. **Required Meeting with Registered Dietitian.** The student meets with a registered dietitian from UNCG Dining Services.
  - The registered dietitian will contact the student via email to coordinate a meeting. If the student does not respond to the meeting request within five days or fails to attend a scheduled meeting without notifying Dining within 24 hours of the appointment, the plan exception request will be canceled.
  - During the confidential session, foods routinely consumed and avoided, as well as symptoms associated with the stated condition, will be discussed.
  - The student must bring necessary medical documentation<sup>i</sup> to their registered dietitian sessions. In addition to the registered dietitian, the executive chef and dining management team may meet with the student to determine the extent to which the student can be accommodated in the dining hall.
  - After the meeting and once all the proper documentation has been received, the registered dietitian will provide a recommendation to the Exception Review Committee.
3. **Exception Committee Review.** The Exception Review Committee, comprising UNCG staff members and Dining Services leadership, will review the request based on the information provided and the results of the meeting with the registered dietitian. If additional questions

arise, a member of Dining Services or the SpartanCard Center may contact the student for further information during the review process.

4. **Decision Communicated to Student.** Once the committee has reached a decision, the student will be notified via email. Any changes determined by the committee will be communicated to and applied by the SpartanCard Center, so the student will not need to take further action unless specifically requested by the committee. In situations where the necessary accommodation is deemed unsustainable as a long-term solution, the student may need to consider changes to their housing assignment.

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**<sup>1</sup> Important Information Regarding Medical Documentation.**

- Medical documentation should be on letterhead, typed, dated, signed, and otherwise legible, and must clearly state the impact of the condition and the severity factors of the dietary need.
- A licensed professional must identify a medical or clinical diagnosis that requires a dietary accommodation in the appropriate area of specialization.
- Professionals conducting assessments, rendering diagnoses, and making recommendations for appropriate accommodations for students must be qualified to do so.
- Examples of qualified medical professionals include board-certified allergists, medical doctors, physician assistants, and/or nurse practitioners. Please note that documentation acceptance is at the discretion of the Dining Services registered dietitian.