

University of Rochester Eastman School of Music



Residential Life and Dining Services Contract Conditions for Students 2022–2023

Table of Contents

3	From the Assistant Dean of Student Affairs
4	Contact Us
5	Residential Life Contract, Terms, and Conditions
5	Gender Inclusive Housing
5	Eligibility
6	Contract Period
	Academic Term Occupancy
	Semester Break Closing and Spring Opening
	Semester Break Housing Additional Charges
	Early Arrival and Late Departure Charges
6	Contract Conditions
	Room Use
	Failure to Occupy
	Designated Room Assignment
	Laundry Room Use
	Vacancies
	Medical Accommodations
	Unauthorized Occupancy
	Overnight Guests
	Responsibility for Guests
	Business Use of Student Rooms
7	Financial Conditions
	Payment
	Room Rates
	Financial Aid
7	Contract Releases
	Withdrawal from the University – Eastman
	Students Continuing at the University – Eastman
7	Reassignments and Removal from housing
	Residential Life Reassignment, Removal, or Suspension
	University Disciplinary or Administrative Removal
	Special Interest Housing Reassignment
	Period to Relocate of Vacate Housing
8	Room Furnishings and Conditions
	Furnishings
	Room Condition and Damage Billing
	Cleanliness
	Room Modification
	Furniture Removal
	Public Area Damages
	Keys
8	Behavioral Rules and University Actions
	Prohibited Possessions
	Pet Policy
	Service and Emotional Support Animals
	Fire Safety Regulations
	Room Entry
9	Insurance
	Health Coverage
	Loss or Damage of Personal Property
9	Dining Services Contract, Terms, and Conditions
	Contract, Terms, and Conditions
	Refund Policy – Declining Plans and UROS Accounts
	Dining Plan Changes and Cancellations
	Dining Plan Exceptions

Letter from the Assistant Dean of Student Affairs

Congratulations and welcome to the Eastman School of Music. You have the opportunity to pursue your passions. The determination and resilience that brought you here is something you should be proud of, and please know that we welcome you, that we're excited to have you at our school, and that you belong. You're here among those who strive to be the best.

This document is part of the resident's housing contract and also includes information on Dining Services. We've officially called it Eastman's "Residential Life and Dining Services Contract Conditions" for students 2022–23. It provides the terms and conditions for our community and becomes your official contract text when you submit your application. By signing the housing contract and residing at the Eastman School of Music, the resident agrees to abide by the housing contract, this document, and all University policies.

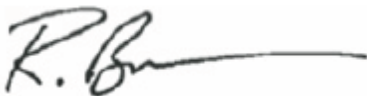
We encourage new students to review the terms of their admittance to the Eastman School of Music and Residential Life publications. First-, second-, and third-year students have a housing requirement: they must live on campus. This policy is intended to develop community and best support the Eastman experience. Students who live off campus prior to senior year delay graduation; do not utilize on-campus resources and supports; miss more classes, lessons, and opportunities; and don't make healthy choices to eat right, rest, and maintain appropriate school-life balance.

- New students (first year and transfer) will submit their housing and dining applications online through the Admissions portal and will receive official information on how to access the portal directly from Admissions after the enrollment deposit is received. Room assignments are made over the summer for fall enrollment and in late December/early January for spring enrollment.
- Currently enrolled students (classes of 2023, 2024, and 2025) will submit their housing and dining applications and select their rooms online through the Housing Lottery. Information and instructions on how to complete the application will be distributed to students each Spring semester. Confirmations of room selection and dining selection for Upperclass students will be sent to your email account.
- Reactivated and readmitted students should contact the Office for Residential Life for housing and dining materials after being activated by ESM Academic Affairs.

Additionally, all students living on and off campus are required to participate in a meal plan for the 2022–23 academic year. If you do not complete the dining registration and/or return a dining contract, you will be enrolled in the appropriate minimum plan requirement, and you will be assessed a \$50 late registration fee. If you request a plan that does not meet the minimum requirement for your residential group, you will be assigned to the required minimum plan. Information concerning all meal plans can be viewed at the University Dining Services website at dining.rochester.edu

The Office for Residential Life is located at 100 Gibbs St., Rochester, New York 14605. If you have any questions, please email us at reslife@esm.rochester.edu.

Best wishes,



Robert E. Bones, EdD
Assistant Dean of Student Affairs

Contact Us

Office for Residential Life

Eastman School of Music
100 Gibbs Street
Rochester, NY 14605

(585) 274-1106
(585) 274-1175 fax

reslife@esm.rochester.edu
www.esm.rochester.edu/reslife

Residential Life

Office Hours

Monday – Friday

8:30 a.m. - 5:00 p.m.

University Dining Services

University of Rochester
005 Morgan Wing
Susan B. Anthony Halls
Box 270315
Rochester, NY 14627-0315

(585) 275-8756
(585) 273-1030 fax

mealplans@services.rochester.edu
<https://dining.rochester.edu/>

Introduction to Residential Life

RESIDENTIAL LIFE CONTRACT CONDITIONS

This contract is a legally binding agreement for housing at the Eastman School of Music. Once it is submitted, you will be contractually obligated for Eastman School of Music housing for the fall and spring semesters of the 2022-23 academic year subject to the conditions below. By signing the Residential Life/Dining Services Application-Contract, you agree that:

1a. New First-Year Student (Class of 2026) Applications. Qualified new first-year students are entitled to and obligated for University housing for the fall and spring semesters of the 2022–23, 2023–24, and 2024–25 academic years subject to the conditions below and are bound by the 2022–23 Residential Life and Dining Services Application-Contracts. Submitting this application after the New-Student Deadline may result in delayed assignment, lower preferences, and/or assignments to tripled-room housing. Students desiring to live at home with family must petition for release from this requirement prior to submitting a housing application. The deadline for this appeal is June 1, 2022. The decision whether to grant a release is at the Eastman School of Music’s discretion and shall be final. Priority deadline is June 15, 2022.

1b. Returning, Transfer, and General Student Applications. Students submitting this application by the published deadline are qualified for a regular space in the Eastman School of Music housing if adequate space is available. If space remains after all on-time applicants have been offered assignments, late applicants will be offered assignments based on the order in which their application were received. However, once you accept, you become contractually obligated for Eastman School of Music housing for the fall and spring semesters of the academic year.

Class of 2024 and 2025 applications. All Class of 2024 (juniors) and Class of 2025 (sophomores) are entitled and obligated to live in Eastman housing for the Fall and Spring semesters of the 2022-2023 academic year subject to the conditions below. Students who submit the application on-time will be allowed to participate in the annual room selection process. Students desiring to live at home with parent(s) or legal guardian must petition for release from this requirement prior to submitting a housing application.

Late or missing Class of 2024, 2025, and 2026 Applications. Students who submit late applications or do not submit any materials will be automatically assigned housing following the annual room selection process in remaining available space. Charges for 2022–2023 will be posted to the student term bill.

2. We reserve the right to hold assignments until you have been cleared by the Bursar’s Office for financial holds.

3. You are applying for an assignment within the residence hall and not for any specific space. Assignments will be made according to the procedures established by the assistant dean of Student Affairs and or designee.

4. If you arrive at school late or leave early or are required to leave for disciplinary reasons, the full-year contract is still binding on you, except as explicitly otherwise provided in this document.

5. By signing and submitting this application you accept responsibility to pay all resultant charges for residential life services, even if you do not make use of some or all of these services noted. The Eastman School of Music agrees to faithfully provide those services unless events beyond its control prevent its doing so.

Gender-Inclusive Housing

Gender-inclusive housing seeks to provide an environment that is welcoming to all gender identities and is not limited to the traditional gender binary (male and female). We recognize that same-sex room assignments are not ideal or appropriate for all students. We provide opportunities for students in singles as well as double room housing on coed floors. This housing option allows students to select roommates regardless of their sex, gender, or gender expression. Unless specific mutual requests are made by the roommates, Residential Life will assign students based on the standard system used: gender binary (male/female). Residential Life will work with students individually to facilitate this housing option. Contact reslife@esm.rochester.edu to begin the conversation. Please indicate on your housing contract that you are seeking gender inclusive housing. Remember that when you return as a sophomore and junior, you will likely be able to select a single room as part of the room selection process.

Eligibility—Undergraduate Students

Eligibility is limited to full-time Eastman School of Music undergraduates. Students who have part-time status for medical reasons or who, upon the approval of the appropriate dean, change to part-time status for spring of the senior year may be allowed, with the approval of the assistant dean of Student Affairs or designate, to retain eligibility for housing. Nonstudents are not permitted to live in housing.

Eligibility—Graduate Students

Eligibility is limited to full-time Eastman School of Music graduate students. All changes affecting student status (changes to part-time, degree completion, disenrollment, full-time employee status via benefit codes, etc.) must be reported immediately to the Office for Residential Life. Resident qualifications are verified each semester to ensure residents are eligible. In order to provide equitable housing access to graduate students, there is a five-year eligibility limit. Appeals to this policy will be received on a case-by-case basis.

CONTRACT PERIOD

First Year Move-In Day You are expected to move into your Fall 2022 housing assignment on August 24, 2022. Move-in specific information, including instructions will be communicated to you over the summer. Your participation in New Student Orientation is required.

Upperclass Move-In Day You are expected to move into your Fall 2022 housing assignment between August 27, 2022 and the first day of classes, August 31, 2022. Move-in specific information, including instructions will be communicated to you over the summer.

Academic Term Occupancy You may occupy your assigned room in the residence hall while fall and spring academic terms are in session commencing with the dates published by the Office for Residential Life for Upperclass-student move-in for fall term 2022. Your right to room occupancy ends 48 hours after your last spring term final examination. Extensions must be approved by the Office for Residential Life. Graduating seniors may remain until 12:00 p.m. EST Monday, May 18, 2023.

Semester Break Closing and Spring Opening The Student Living Center is closed, and you will not be permitted to enter or occupy your room, during the winter vacation period, noon Monday, December 16, 2022, until 9 a.m. Saturday, January 10, 2023. Students new to housing spring term are allowed to move in at 9 a.m. Friday, January 10, 2023.

Break Housing Additional Charges Semester break housing is available for students in the Student Living Center for a weekly room rate that will be posted approximately one month prior to the hall closing. Break housing is limited to students who have an academic or unavoidable reason to stay on campus. Students may not sublet their room during the break period.

Eastman School of Music Room Use The Eastman School of Music reserves the right to use student rooms for temporary housing of others during vacation periods and at other times for emergency purposes.

Early Arrival and Late Departure Charge This contract is for specific dates. If you occupy before these dates without approval or fail to vacate your room by the times specified in this contract, you will be assessed a minimum charge of \$50 per day, and you may be subject to packing charges and disciplinary action.

CONTRACT CONDITIONS

Room Use Your residence hall space is to be used only as your own living quarters and in accordance with the rules and regulations of the Eastman School of Music, which are subject to change from time to time, without notice. Those rules and regulations are contained in this contract booklet; in Standards of Student Conduct; in the UR Wireless Acceptable Use Policy (ResNet); in the Student Living Center Area Handbook; and in other notices from the Office for Residential Life and the Eastman School of Music.

Failure to Occupy If you do not check in and occupy your assigned room by 5 p.m. Sunday, September 1, 2022, you will forfeit your specific room assignment. You may apply for a waiver of this rule in writing at least five (5) days in advance of the first day of classes, giving the reasons for your late arrival. Any waiver must be approved by the assistant dean of Student Affairs or designate. Failure to occupy does not void this contract. You will be assigned to an available space when you present yourself at the Office for Residential Life to request a new assignment.

Designated Room Assignment You are assigned to a specific room in the housing system. Any change in room assignment must have prior approval by the Office for Residential Life. If you change rooms without prior approval or you fail to move after accepting a room change, you may be assessed a \$50 improper room change charge, the room change may be revoked, and you may be subject to disciplinary action.

Laundry Room Use Included in the student housing fee is prepaid use of laundry machines in the Student Living Center. Laundry room use is restricted to residential students only. Improper use of the laundry facilities by nonresidents may lead to an improper use charge of \$50 and disciplinary action.

Vacancies If a vacancy occurs in a room, you must accept a new occupant as assigned by the Office for Residential Life to fill the existing vacancy. When there is a vacancy in a room, students should refrain from spreading out in the room. Students should only occupy their portion of the room. Behavior that discriminates against an interested student or assigned occupant will be considered sufficient grounds for discipline, including reassignment, a charge of \$50, and/or removal from housing, without refund, as determined by the assistant dean of Student Affairs or designate.

Consolidation Policy In an effort to ensure equity and maximize the use of available space, the Office for Residential Life will actively seek to consolidate vacancies within the housing system. Students who are assigned to partially vacant rooms may be reassigned prior to check-in. Consolidation may also occur during the academic year, and students may be reassigned to other rooms and floors where necessary.

Unauthorized Occupancy The occupancy of any room is limited to the student(s) assigned to that room. Rooms may not be subleased nor lent. All students involved in such situations are subject to financial penalty and disciplinary action. The occupancy of the room is designated by Residential Life.

Overnight Guests All overnight guest stays are contingent on the approval of all occupants of the living spaces. An overnight guest (any person staying in a room overnight who is not a designated occupant of that room) may stay in a room up to four (4) nights per month. Please review the Student Living Center Area Handbook for more specific information.

Responsibility for Guests You are responsible for your guest's (overnight or not) conduct in your living area or building (whether you are present or not), and you may be held accountable for any misconduct, loss, or damage caused by your guest.

Business Use of Student Rooms Commercial use of your room or solicitation anywhere on the premises is strictly forbidden. This includes commercial use of ResNet connections. Specific exceptions for approved student concessions in the residence hall, at student performances, and for students participating in the e5 (previously called the KEY or Kauffman Entrepreneurial Year) must be reviewed and authorized in writing by the Office of Student Affairs or Office for Residential Life.

FINANCIAL CONDITIONS

Payment Room and Dining Plan charges for the period of this contract are posted to the term bill and are payable to the Bursar's Office subject to conditions applying to the term bill.

Room Rates On-campus Room Rates are established and announced for the academic year by the Eastman School of Music.

Financial Aid If you are considering living off campus, it is important to talk with the Financial Aid Office; a student's financial aid is subject to adjustment based on whether a student is living on or off campus.

Contract Releases

Changes of Student Status from the Eastman School of Music If you voluntarily withdraw from the Eastman School of Music, take a medical leave, or go on inactive status, you will be liable for payment up to the date of formal contract termination (approval of contract release; completed room check-out; and surrender of your room key and University ID card to the Office for Residential Life). Charges will be prorated from the beginning of the contract period to the date of formal contract termination. If you return to active status at any time during the term of the contract, this contract is automatically reinstated.

Students Continuing at the Eastman School of Music Once this contract is binding, as noted above, you will not be released from this contract for the contract period so long as you are a continuing student at the Eastman School of Music, except if:

- The Student Living Center is oversubscribed and the Office for Residential Life has authorized your release from this contract to reduce oversubscription; this is done through a junior release. Sophomores will not be released unless all upperclassmen have been communicated;
- You are married during the contract period (documentation required) and are living with your spouse; You must provide a marriage certificate within 30 days of your request to the assistant dean of Student Affairs or designee.
- You have medical reasons for release,* the Disability Services Office will make a recommendation based on documentation provided to the assistant dean of Student Affairs;
- You have financial reasons for release,* and the director of Financial Aid has recommended release to the assistant dean of Student Affairs;
- You are participating in an Education Abroad program or internship program or are approved for program housing by the appropriate Dean's Office;
- You have met your residency requirement (first-year, sophomore, and junior) and provide an eligible substitute student who agrees to and officially (at the Office for Residential Life) assumes your contractual obligation. Each substitute is subject to acceptance by the assistant dean of Student Affairs or their official designee. Any student who has already applied for housing or is under contract for the Student Living Center cannot be an approved substitute. The replacement student is placed on the assignment schedule according to their assignment status and is not guaranteed your specific room.

Reassignments and Removal from Housing

Residential Life Reassignment, Removal, or Suspension Residential Life reserves the right to reassign, remove, or suspend (pending review) from the Student Living Center any student whose conduct exhibits disregard for the residential community, who violates the terms and conditions of residence hall occupancy, or who violates other Eastman School of Music rules and regulations. Such determinations will be made by the assistant dean of Student Affairs or designee.

University Disciplinary or Administrative Removal The Eastman School of Music may terminate this agreement and take possession of the room at any time upon (A) violation of the provisions of this contract; or (B) the direction of a duly authorized judicial body, dean, or other officer of the University; or (C) suspension or expulsion from the Eastman School of Music. If you are required to leave Eastman School of Music housing for disciplinary reasons, the full-year contract fees are still binding.

Administrative Reassignment The Office for Residential Life reserves the right to reassign students living in the Student Living Center to address administrative needs, including gender space balances, renovations, maintenance conditions, consolidations of spaces, medical, or disabled student needs, etc.

Period to Relocate or Vacate Housing Any student who is notified that they are reassigned or removed from the residence hall's space must vacate within 48 hours after receipt of such notice, unless instructed otherwise by the Office for Residential Life or its designee. Any of the student's

possessions remaining on the premises after that time shall be deemed abandoned, a \$50 late vacate fee will be assessed, and any cost incurred in removing possessions will be charged to the student.

ROOM FURNISHINGS AND CONDITIONS

Room Furnishings The Office for Residential Life provides window coverings, a wired and wireless internet connection, and basic furniture in each room. You accept responsibility for loss or damage to furnishings, whether from carelessness, vandalism, or accident. You must keep the Residential Life–provided furniture in the room; students may not bring their own furniture. Students must use the Residential Life–provided mattress unless there is a medical condition that warrants use of a special mattress. This requires prior approval from the Disabilities Support and Services Office, and the mattress must meet current fire safety code as defined by the University Fire Marshal.

Room Condition You are responsible for leaving your space in the same condition in which it was found upon moving in (as stated on your Room Condition Form completed at check-in). Charges will be assessed for repainting and refinishing; repair or replacement of damaged or missing furnishings and equipment; special cleaning necessary due to misuse of facilities; removal of any extra furniture, abandoned property, or large quantities of trash; or other unusual conditions requiring correction. You are responsible for notifying the Office for Residential Life immediately upon discovering any deteriorated or altered room condition. Appeals of charges must be submitted within 30 days of the posted charges.

Cleanliness You are responsible for the cleanliness of your living area. If your area must be cleaned for health or safety reasons by the Eastman School of Music, you will be charged.

Room Modification You are not permitted to modify your room. This includes walls (no painting), doors, electrical connections, lighting and wiring, furnishings, cable, internet connections and equipment, or any other part of the building. Nor may you authorize anyone to do any of these things.

Furniture Removal You are not permitted to move furniture from public areas into your living space, nor may you remove room furniture from your living space. Disciplinary charges and a service fee for return of furniture will be assessed.

Public Area Damages Charges will be assessed for damages/vandalism to public areas within the Student Living Center. If those responsible cannot be identified, all students whom the Office for Residential Life determines had access to or used the affected public area (corridors, floor lounges, elevators, kitchens, etc.) will share the charges.

Keys You are responsible for all assigned keys. If lost, there will be a charge to replace the key(s) and change the lock(s). You must surrender your keys to the Office for Residential Life when you vacate your living space; if you don't, you will be charged for a lock change. Unauthorized possession, sharing of keys, duplication, or use of Student Living Center keys is subject to disciplinary action.

BEHAVIORAL RULES AND STANDARDS OF STUDENT CONDUCT ACTIONS

Prohibited Possessions The following are not permitted in any Eastman School of Music residential building: firearms, facsimiles of firearms (i.e., air guns, paint guns), knives and other weapons of any kind (including martial arts weapons); ammunition; explosives; fireworks; candles, incense, or open flames; gasoline or other flammable liquids; chemicals or hazardous materials; motorcycles or other fuel-powered vehicles; cooking equipment and appliances (except those specifically permitted under the fire safety policy); full-size refrigerators (acceptable sizes: 1.7–4 cubic feet or 900 watts); space heaters; upward-facing lamps of any type; non-switched or lightweight extension cords; appliances that are not UL listed or have an open coil; window curtains and ceiling coverings; window or portable air conditioners; controlled substances and related drug paraphernalia; alcoholic beverages except in accordance with state, local, and University regulations; any other materials or items representing a danger to the campus community. Obtain information on approved items from the University Fire Marshal and the Office for Residential Life.

Pet Policy The only pets allowed in University housing are fish in a small aquarium (no larger than a five-gallon tank). You are responsible for providing appropriate cleanliness and care for the fish during academic, as well as, break periods.

Special Housing Needs Students who may need housing accommodation due to a disability must submit a request for accommodation with supporting documentation to Disability Services and Support no later than June 1. Further information and the request form are available at rochester.edu/disability/guidelines-for-accommodation-requests-housing-dining.html. Please indicate on your housing contract that you are seeking a special housing accommodation. As a sophomore and junior, you will be able to select a single room as part of the room selection process.

Prohibited Behavior Any of the following constitute a violation of terms of this contract: vandalism; any form of threat to other persons or property; excessive noise or disruptive behavior; smoking (this includes but is not limited to the use of hookahs, vaping, and e-cigarettes); burning incense or other smoldering materials; misuse of the residential or academic ResNet; tampering with facilities or equipment; being on roofs and ledges; removal of window screens; throwing objects from buildings; leaving or storing bicycles or any other item in stairways, stairwells, hallways, entryways, or other public areas; interfering with the Department of Public Safety, other safety staff, or Residential Life staff performing their duties; and any other behavior that constitutes a perceived or actual danger or threat to property or persons. Additional rules and regulations are contained in the Standards of Student Conduct; in this contract; the Office for Residential Life website; UR Wireless Acceptable Use Policy (ResNet); Student Living Center Area Handbook; and other notices from the Office for Residential Life or University Fire Marshal's Office.

Fire Safety Regulations Failure to comply with fire safety rules and regulations may result in disciplinary action such as, but not limited to, removal from Eastman School of Music housing (along with applicable criminal or civil charges), as may any of the following: setting a fire; damaging or disabling fire safety or fire alarm equipment, including discharging a fire extinguisher; intentionally activating a heat or smoke detector; triggering a

false fire alarm; failure to evacuate or reentering buildings during a fire alarm or fire drill; interfering with safety officers performing their duties; failure to address repeat fire safety violations or other safety violations. Students may be assessed charges for repairs related to damages or fined for repeated fire safety violations.

Room Entry It is the Eastman School of Music's intention to assure all reasonable privacy in student rooms. When appropriate, reasonable advance notification will be provided before entering a student room. However, the Office for Residential Life reserves the right to enter your room without notice and/or without your consent for verification of occupancy and other Residential Life administrative functions; for performance of protective, housekeeping, or maintenance functions; for health and safety inspections; to protect life, limb, or property; and to assure compliance with these contract conditions as well as state and federal regulations.

INSURANCE

Health Coverage All students are required to pay the mandatory University Health Fee for basic medical care through the University Health Service. Visit rochester.edu/uhs for more information.

Loss or Damage of Personal Property Students' personal property brought to the Eastman School of Music is *not* covered for damage or loss by the University's insurance. We strongly suggest a review of your family's homeowner's insurance to determine what is covered by that policy or can be covered with a rider to that policy. Specifically review theft of your property because many policies may cover damage but not loss. The University has also identified additional sources that provide insurance coverage for residence hall students. While we cannot endorse companies, we do recommend that families review all options and obtain coverage in case your student's property is damaged or lost.

DINING SERVICES

EASTMAN DINING SERVICES The University of Rochester offers a first-class dining program with locations varying in style, menu, atmosphere, and hours of operation to meet the needs of a diverse student and faculty population. We cater to a wide variety of dietary needs and choices, including gluten-free, vegan, and vegetarian meals. We rely heavily on student input and feedback to keep our menus current and our guests satisfied. Through high quality food and customer service, we are proud to deliver a unique combination of diversity and value for your dining dollars.

The University offers a variety of meal plans and other electronic spending options. The details of the dining and electronic spending options, costs, requirements, and policies are described in the insert Dining Services 2022–23 Meal Plan Options and Pricing, which is an extension of this agreement, and at Dining Services' website: dining.rochester.edu.

Dining Contract Terms and Conditions

1. The period of the contract corresponds to the official opening and closing of the residence hall each semester. The participant will have access to his or her meal plan during that time. Declining balance accounts will remain active between the fall and spring semesters.
2. Fall semester contracts are automatically renewed for the spring semester unless changed during the Dining Plan Change Period.
3. A participant whose contract is valid for the fall and spring semesters will be billed through the University's Bursar's Office prior to the start of the second semester.
4. It is the responsibility of the participant to specify to the cashier, prior to each meal purchase, which account to access for the transaction. "Declining" means the cost of the meal would be deducted from your Declining Balance dollars. Stating "URos" indicates the meal would be deducted from your URos account.
5. The participant is the only person who has the authority to request or receive account audits or balance information. Purchases made with Declining Balance funds are not subject to New York State sales tax; therefore, transfers cannot be made between a Declining Balance account and a URos account.
6. To help participants monitor declining balance dollars, they will have the opportunity to check the status and balance of their plan throughout the semester. This will provide helpful hints on how to best utilize the remaining Declining Balance dollars.
7. Additional Declining and URos dollars can be added to an existing account at any time during the term of the contract via Blackboard at learn.rochester.edu or with cash, check, Visa, MasterCard, or Discover at the Customer Service Center in Susan B. Anthony Halls. Additional funds can be billed to the participant's Bursar account for the fall and/or spring semester during the dining plan change periods.
8. Withdrawals/transfers are not permitted from either Declining Balance accounts or URos accounts.
9. Auxiliary Operations/Dining Services reserves the right to make necessary program or policy changes at any time.

REFUND POLICY

Declining Plans Unused fall semester declining balance dollars carry forward to the spring semester. Remaining declining balance dollars at the close of the spring semester are nonrefundable. Refunds of unused declining balance will be issued for any participant who withdraws from the University or whose status changes to inactive during a semester, as certified by the appropriate office or dean. Refunds will be credited through the University's Bursar statement.

URos Account Unused URos account balances will carry over from year to year, or until your permanent departure from the University of Rochester. Refunds for unused balances of \$20 or more will be issued for any participant who withdraws from the University during the semester, as certified by the appropriate office or dean. Refunds will be credited through the University's Bursar statement. Should you withdraw or resign from the University at the close of a semester or upon graduation, any unused balance of \$20 or more will be refunded to you.

Dietary Needs and Food Allergies Through a strong partnership between the Dining Services' nutritionist and the University Health Service, we make every effort to accommodate the special dietary requirements of every student with a diverse selection of dining options, but we can't do it alone. Students with special dietary needs or food allergies should contact the Health and Wellness Manager, Michelle Bartell, at rcnutrition@services.rochester.edu. Members of our dining staff will help them navigate our locations and offerings.

Vegan and Vegetarian Meals Voted one of the nation's Top 10 Vegan Friendly Small American Colleges by PETA2, we are proud to say that we have a broad menu of vegan and vegetarian menu items.

Kosher Options "Grab & Go" packaged salads and sandwiches that have been prepared at the Kosher Comfort station in Douglass Dining on the River Campus are available for purchase at the Eastman Dining Center every day. An on-campus mashgiach supervises the Kosher Comfort station, providing Orthodox oversight and assuring compliance with kashrut laws.

Value of Having a Meal Plan Membership

University of Rochester Dining Services

- currently purchases more than 60 percent of all items prepared and sold on campus from local sources within New York State
- purchases fair-trade coffee
- promotes the use of reusable mugs by offering a discount on coffee and tea refills
- buys in bulk to reduce waste in landfills
- offers a reusable clamshell program to reduce packaging waste
- supports sustainable food and agriculture
- recycles cardboard, cans, bottles, and paper
- supports and encourages earth-friendly procurement
- uses green cleaning products
- has web-based nutritional information and a nutritionist available by appointment
- includes 8 percent sales-tax savings on all declining balance purchases.

URos Account

URos is a flexible spending account available to all students. Students activate their account by indicating a per-semester deposit at the time they sign up for their dining plan or by making an initial deposit at the beginning of the academic year via cash, check, Visa, MasterCard, or Discover. They may also deposit online through Blackboard at learn.rochester.edu. The URos account is accepted at all campus dining locations but is intended for use at the Hillside Market, bookstores, the Common Market, Computer Sales and Services, and International Theatre Program box office as well as for vending, copy, printing services, the Campus Mail Center, and several off-campus venues, such as Ludwig's Center Stage Café on Gibbs Street.

Dining Plan Changes and Cancellations

Dining plan changes and cancellations are permitted during the academic year only during designated change periods. The dates of these change periods may be found on the University Dining Services website, dining.rochester.edu. A \$25 fee is charged for any lateral meal plan change, decrease, or cancellation that is requested during any modification period except the open change periods. Parents or legal guardians cannot make dining plan changes or cancellations for the participant. Changes or cancellation must be submitted via the Dining Change Request form. Phone or oral requests are not accepted. Eastman School of Music students can ask a dining manager at the Eastman Dining Center to fax completed forms to the Dining Services Customer Service Center. Students can download and edit the online form, save the changes, and then save the file as pdf. Email the pdf file as an attachment to mealplans@services.rochester.edu.

Dining Plan Exceptions

Participants requesting an exception from dining plan requirements must request and submit a Dining Plan Appeal Form to the Customer Service/ID Office in Susan B. Anthony Halls on the River Campus. The request will then be forwarded to the University Dining Advisory Committee. Requests for exceptions will be reviewed with appropriate University authorities, who will make recommendations to the committee. Please pay particular attention to the Appeal Terms and Conditions to ensure you have gathered all pertinent documentation. Decisions of the University Dining Advisory Committee are final. One exemption per participant will be considered each year.

Additional dining resources for students of both campuses can be found on the University Dining Services website at dining.rochester.edu. and at the Customer Service Center in Susan B. Anthony Hall or by calling (585) 275-3975 or (800) 661-1118.

****All residents are required to be on a dining plan.**

****Please see "Dining Services 2022-23 Meal Plan Options and Pricing Sheet" for more information about dining plans**

Dining Application Instructions

Please read these directions carefully in order to complete the housing selection process correctly. This will allow us to best serve you.

1. Read the “Residential Life and Dining Services Contract Conditions” for Students 2022-2023 materials carefully. Your housing and dining agreement is a legally binding contract for both you and the Eastman School of Music; thus, you should understand it. It has been written with a minimum of “legalese” and printed in a readable size print. You should keep this publication because it is your official copy of the contract agreement.
2. Carefully complete the contract application on-line. This is your official application for housing and dining. Take care to provide all the information requested accurately and completely to avoid delay or loss of your assignment.
3. Complete your Dining Contract on-line after completing your housing selection.
4. Application-contracts from first-year, upperclass, transfer, and graduate students postmarked by June 15, 2022, will be considered equally for all possible housing assignments. We *may* honor all applications after that date based on the date we receive your applications and depending on the availability of space. If you are concerned, please contact the Office for Residential Life.