

# Frequently Asked Questions

**Q. What if I forget my card?**

A. We're sorry, but you will need to retrieve your card in order to use your meal plan, or if you wish, you may pay cash.

**Q. What if I lose my meal card?**

A. Report it "lost" immediately to the Dining Service's Office at (585) 475-2228 between 8 a.m.- 4:30 p.m. (M-F); Gracie's at 475-2500 between 7 a.m. and 7 p.m.; or Public Safety anytime at 475-6654. Once reported, your card will be inactivated preventing unauthorized use. You will be issued a new card at the Registrar's Office for five dollars. Remember, you are responsible for any usage on your "lost" card up until the time you report it lost/stolen.

**Q. What if I miss meals because of work and/or class conflicts?**

A. Take-out meals are available at Gracie's Dining Hall. If meals are being missed due to work or schedule conflicts, you will need to make an appointment with the Director of Residential Dining Services at 475-6533. Be sure to bring your class or work schedule with you.

**Q. Can I bring a friend?**

A. Sure, your friends or family can join you wherever your card is accepted, or you may pay cash. Just ask the cashier to deduct your guest's meal from your debit balance. Your meal credits may not be used by others (Remember, you'll receive a 15% discount in Gracie's when using debit accounts!).

**Q. Can I change my meal plan?**

A. Changes may be made during the first week of the quarter only (beginning with the first day of the meal plan) at the Dining Services Office, or at [finweb.rit.edu/DiningServices](http://finweb.rit.edu/DiningServices).

**Q. How can I put more money into my debit account?**

A. Additional deposits are accepted in the Dining Services Office or Student Financial Services. You may also phone your deposit into the Dining Services Office, at (585) 475-2228 (V/TTY) or toll free at 1-800-724-5104, using a Visa or Mastercard. Deposits may also be made at [ipay.rit.edu](http://ipay.rit.edu).

**Q. What if I don't use all my meals in a week?**

A. Meals must be consumed within the given week, and cannot be accumulated or refunded.

**Q. What if I don't use all the money in my debit account?**

A. When a meal plan is purchased, Dining services will roll-over up to \$54.12 of your debit balance from fall and winter quarters, adding it to the next quarter's beginning debit amount. There will be no roll-over at the end of the spring quarter, so plan to spend the entire balance by that date. A refund of unused debit money is only available if 1) you withdraw from the university (graduation does not constitute withdrawal); or 2) you incur an academic or disciplinary dismissal.