



# Monarch Dining FAQs

## 1. AM I REQUIRED TO GET A MEAL PLAN?

All first-year resident students are assigned the Weekly 21 meal plan. This meal plan will be charged to your student account. First year commuter students can choose from any of our 5 meal plans and can sign up at [cardcenter.odu.edu](http://cardcenter.odu.edu).

## 2. WHEN CAN I CHANGE MY MEAL PLAN?

Meal plan changes/cancellations can be done online at [cardcenter.odu.edu](http://cardcenter.odu.edu) during the 1st week of the semester. The deadline for meal plan changes/cancellations is Sept. 6th. If any student who is living on-campus decides to cancel their housing agreement, then their meal plan will automatically be removed as well. After cancellation, please check your student account the following business day to confirm that your meal plan has been removed from your bill.

## 3. WHAT ARE MEAL SWIPES?

Meal Swipes give you access to our all-you-care-to-eat dining hall: Broderick Dining Commons and Rogers Café. 1 swipe = 1 entry. Meal Swipes for Weekly Meal Plans do not roll over to the next week and reset every Monday morning. Block Plan meal swipes are given as a lump sum at the beginning of the semester and can be used anytime throughout the semester.

## 4. WHAT ARE FLEX POINTS?

Flex Points are dining dollars that may be used at any Monarch Dining location. 1 Flex Point = \$1. Students can use Flex Points for bottled beverages, snacks and convenience items; or after Meal Exchange swipes have been used.

## 5. WHAT ARE MEAL EXCHANGES?

Meal Exchanges are swipes that can be used at national brand locations. 1 exchange/swipe = 1 retail combo. Meal Exchanges for the Weekly Meal Plans do not roll over to the next week and reset every Monday morning. Block Plan Meal Exchanges are taken from the allotted Meal Swipes given at the beginning of the semester and once all meal exchanges are used, Flex Points would be the available payment option at retail locations.

## 6. CAN I ADD FLEX POINTS?

You can add flex points in increments of \$25 anytime throughout the semester at [cardcenter.odu.edu](http://cardcenter.odu.edu).

## 7. CAN FLEX POINTS BE PARTIAL DOLLAR AMOUNTS?

Flex points operate as cash. 1 Flex Point = \$1. Items will not be rounded up to the nearest dollar but will be charged as exact values.

## 8. HOW ARE MEAL PLANS BILLED/PAID?

Meal Plans are billed to your student account and can be paid with cash/check, credit, financial aid, loans, or payment plans.

## 9. WHERE CAN I SIGN UP?

All 1st year resident students are assigned the Weekly 21 meal plan 32 when they sign up for housing. First-year commuter students can choose from any of our 5 meal plans and can sign up at [cardcenter.odu.edu](http://cardcenter.odu.edu).

## 10. HOW CAN I CHECK MY BALANCE FOR MEAL PLANS?

You can check your balance online at [cardcenter.odu.edu](http://cardcenter.odu.edu) or on your myODU portal.

## 11. ARE WE PAYING THE SAME AMOUNT FOR LESS WEEKS IN THE SEMESTER?

As of now, meal plan prices are set for the semester. Any changes will be communicated from the university.



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### GUEST MEAL POLICY

Any meal plan holder can treat a guest at a residential or retail location on campus. When dining at Broderick Dining Commons or Rogers Café, a guest meal will be taken out of one of your allotted meal swipes.

When dining at a National Brand/Retail Location, a guest meal will be taken out of one of your allotted meal exchanges.

### TO-GO MEAL POLICY

Meal plan holders are able to use up to three per meal period of one of their allotted meal swipes for to-go meals.

### MEDICAL & RELIGIOUS DIETARY RESTRICTIONS

Our dining team is available to assist with a wide range of food-related medical conditions. Religious dietary restrictions such as Halal and Kosher can be accommodated as well. Email [odu.edu/dining](mailto:odu.edu/dining) for a Chef Manager consultation.

### COVID-19 POLICY

Residential and National Brand dining areas are still planned to open with guidelines to ensure student safety. We are advising when dining on campus, you should wear your mask or face covering until you are ready to eat. Before and after eating, you should wash your hands thoroughly. We also recommend using the hand-sanitizer stations provided throughout campus buildings. Monarch Dining locations will remove or rearrange chairs and tables to meet requirements that allow at least 6 feet of distance between students.