



## Monarch Dining FAQs

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

Meal plan requirements are based on class standing and residency. Please visit [odu.edu/dining](http://odu.edu/dining) to view our “Meal Plan Requirements Based on Class Standing & Residency” chart. Please note: All first-year RESIDENT students are required to select one of the All-Access meal plans. The meal plan will be charged to your student account. First-year COMMUTER students can choose from any of our 9 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. 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 halls: Broderick Dining Commons and Rogers Riverside 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 tax-free dining dollars that may be used at any Monarch Dining location. 1 Flex Point = \$1. Students can use Flex Points for consumable items like frozen meals, bottled beverages, and snacks; or after Meal Exchange swipes have been used. Please note: non-consumable items sold at our P.O.D. Market convenience stores (i.e. household, toiletries, haircare, electronics, etc.) can be purchased using Monarch Plus/credit/debit.

### 5. WHAT ARE MEAL EXCHANGES?

Meal Exchanges are swipes that can be used at select Monarch Dining retail locations for certain meal combos. 1 exchange/swipe = 1 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 to an active meal plan 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 are tax-free and operate like 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?**

Resident students select their meal plan option when completing their Housing application. Off-campus students can sign up for a meal plan 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.



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**GUEST & TO-GO MEAL POLICY**

One guest or to-go meal may be purchased for one meal exchange, or meal plan holders may use their flex points at full retail price to treat their guests to a meal.

**MEAL PLAN SECURITY**

In case a student's Campus ID card is lost or stolen and for the security of a meal plan holder's meal plan, the maximum number of meal swipes/exchanges per meal period is 3 (Monday-Sunday: Breakfast is 12a-10:29a; Lunch is 10:30a-3:59p; Dinner is 4p-11:59p)

**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 [dining@odu.edu](mailto:dining@odu.edu) for a Chef Manager consultation.

[ODU.EDU/DINING](http://ODU.EDU/DINING) | [DINING@ODU.EDU](mailto:DINING@ODU.EDU)



*\*As of 9/1/2023. Subject to change.*