

## Frequently Asked Questions

**Q. Can I loan my meal plan to a friend?**

A. No. It is non-transferable.

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

A. We will replace it for a \$15.00 materials fee.

**Q. Where do I purchase my meal plan?**

A. Purchase your plan in the office of Hopper Dining Hall on the JSU campus. You may also order by mail or by telephone at 256-782-7242.

**Q. When do I have to purchase a meal plan?**

A. Although there is no deadline for purchasing a meal plan, it is best to purchase before the first day of classes.

**Q. How do I access my meal plan?**

A. Upon arriving on campus you will be issued a JSU ID card. The meal plan will be coded directly on to this card.

**Q. Can I change my meal plan during the semester?**

A. You can upgrade your plan from smaller to larger, but you cannot downgrade your plan.

**Q. Do meals carry over to the next week if you do not eat them?**

A. No. You can't carry over or borrow meals from one week to the next.

**Q. Can I cancel my meal plan during the semester?**

A. No. We will cancel your plan only if you are withdrawing from the university.

**Q. What if I use all my meals before the weekend?**

A. You can use your flex or bonus dollars if you have them, or use cash to purchase a meal.

**Q. Where can I use my traditional meal plan?**

A. The meal portion of the plan must be used at Hopper Dining Hall and the flex dollars can be used at Hopper Dining Hall, Montgomery Food Court and Domino's Pizza.

**Q. Can I sign up for a meal plan over the internet?**

A. No, our policies do not allow us to accept internet payments at this time.

**Q. Are you open even for holidays?**

A. No, we will close for all university recognized holidays during a semester. If there are no classes, we are usually closed.

**Q. Where can I use my bonus dollars?**

A. Bonus dollars can be used at Hopper Dining Hall and Montgomery Food Court but not at Domino's Pizza.

**Q. How can I pay for my meal plan?**

A. Cash, check, money order, Visa, Mastercard, Discover or student loan.

**Q. How does the payment plan work?**

A. You make a \$300 down payment with the balance divided into two equal payments with an additional \$15 added to each payment. Payments are due on the first day of each month following the original down payment. The installment plan is available for the first 30 days of the semester.

**Q. Can I use my Pell Grant or loan to purchase a plan?**

A. Yes. Come by Hopper Dining Hall, and we will issue a meal plan upon verification of your loan, even before you receive the money. Stop by the dining hall office to complete the necessary paperwork to purchase with a loan.

**Q. When do you begin serving meals?**

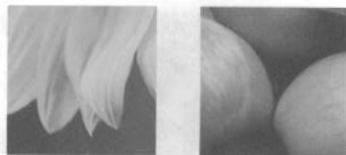
A. The first meal begins with breakfast on the first day of classes. We serve through lunch on the last day of final exams.

**Q. Do you have "take out" service at Hopper Dining Hall?**

A. Limited carry out service is available at the dining hall for an extra 50 cents per meal, which is to be paid upon receipt of the carry out.

**Q. Can I enter the dining hall without my JSU ID card?**

A. If you want to use your meal plan, flex dollars or bonus dollars, you must have your ID card to enter. The only way you can enter without your ID card is if you plan to pay with cash.



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