

## Dining Plan Appeal/Exception Terms and Conditions

University of Rochester Dining Services will go out of its way to provide students with acceptable options at every meal. Only those students who can document reasons why the University of Rochester Dining Services cannot provide food that meets their dietary needs will be considered for an exception to the meal plan requirements. The applicant is responsible for submitting ALL appropriate documentation and reviewing all procedures listed below. **Only one appeal per student per year will be considered. No appeals will be accepted after October 1<sup>st</sup> for the fall semester and March 2<sup>nd</sup> for the spring semester.**

### Meal Plan Exception and Change Procedures

A signed & dated appeal with an explanation of your request for exemption should be returned to the Customer Service Center/ID Office in Susan B. Anthony Hall. Students appealing their meal plan requirement should submit the following items with their request:

1. **Medical Exceptions:** The original appeal form must be returned to the Customer Service Center in Susan B. Anthony Halls and must include:
  - a. A brief introductory paragraph explaining your circumstances and a nutritional plan.
  - b. A 7-day menu outline
  - c. Identification of optional purchasing sources
  - d. Special preparation instructions
  - e. Where food will be prepared
  - f. **A copy of the appeal and a letter from your physician written on his/her letterhead** must accompany exemptions for medical reasons and should be addressed and mailed to:  
University Health Services  
c/o Dr. Ralph Manchester  
PO Box 270316  
738 Library Road  
Rochester, NY 14627
  - g. The letter from the physician should include the diagnosis and the specific dietary restrictions.
2. **Religious exceptions must include:**
  - a. A brief paragraph explaining your dietary restrictions
  - b. A 7-day menu outline
  - c. Supporting documentation from your religious affiliate
3. **Veganism and vegetarianism** are not considered valid reasons for a Dining Plan exception. Vegan and vegetarian dietary requirements are carefully considered by our chefs and nutritionist in menu and recipe planning, and healthy vegetarian items are offered at most campus locations.
4. **Exceptions are not automatically renewed year-to-year unless indicated on the approved appeal form.** If an approved appeal indicates student follow up is required, it is the responsibility of the student to contact dining services within the time frame indicated.
5. All requests requiring individual consideration are reviewed by a Dining Advisory Committee consisting of members from Auxiliary Operations, Dining Services, and University Health Services (appeals for medical reasons).
6. Please note that a request for exception or reduction to a smaller plan does not guarantee that you will be excused from the meal plan or granted a reduction to the plan you are requesting.

### Appeal Process

The Customer Service Center forwards appeals to the Director of Dining Services. It may require up to two weeks for an appeal request to be reviewed and finalized. **Notification:** The student will be notified via email of the outcome of the appeal.

**Questions:** Please call the Customer Service Center at 275-3975.