

FREQUENTLY ASKED QUESTIONS

WHAT IS EXCLUSIVE SAVINGS PROMOTIONS?

Exclusive savings promotions is a membership program that gives you access to savings when you purchase from on campus Chartwells retail locations using your Super Savings Card. Take advantage of exclusive retail savings promotions advertised in the cafés!

WHERE CAN I BUY MY COMMUTER DINING PLAN?

Please visit <http://www.dineoncampus.ca/lambton/?cmd=DiningPlans> to purchase online. INTERAC, Master Card, and Visa are accepted. Please note that we do not accept Canadian-Issued Visa Debit Cards. For more information on purchasing please contact the Chartwells Food Service Office at (519) 542-7751 ext. 3483 or guy.racine@compass-canada.com.

WHERE CAN I USE MY DINING PLAN?

Your dining plan can be used at any Chartwells operated dining facility on campus. Dining plans are valid for purchases of food and non-alcoholic beverages only.

CAN I CARRY MY DINING PLAN FORWARD PER YEAR OR TERM?

Swipe & Save commuter dining plans can be carried over to the next term. Please contact the Chartwells Food Service Office at (519) 542-7751 ext. 3483 for complete details.

IS MY DINING PLAN REFUNDABLE?

Dining plans are refundable with an administration fee of \$75.00. Any bonus dollars, complimentary incentives and guest passes are not refundable. Your plan can be used for the entire duration of your time on campus as any unused amount is transferred to the following year. The cards are reloadable too! [ORDER ONLINE](#) and pick up your card at the Chartwells Food Service Office or *go green and bring along you original card and we will reload.* Please contact the Chartwells Food Service Office at (519) 542-7751 ext. 3483 for further details.

WHAT HAPPENS IF MY CARD IS LOST OR STOLEN?

Report your lost or stolen card in person to the Chartwells Food Service Office, by phone at (519) 542-7751 ext. 3483, or by e-mail at guy.racine@compass-canada.com. The missing card will be deactivated and a new one issued.

WHAT HAPPENS IF I FORGET MY CARD?

Your activated Super Savings Card is the key to the whole dining plan system. If you forget it you will have to pay with cash. The security of a card remains the cardholder's responsibility. Cards should be treated like a credit or debit card. If a card is lost or stolen the cardholder is responsible for all charges made to that card until the card is reported lost or stolen.

CAN I LEND MY CARD TO A FRIEND OR PURCHASE A MEAL FOR A FRIEND?

Dining plan holders purchasing more than one meal at a time will be charged appropriate taxes on the meal with the lower value. All applicable discounts will be applied before taxes.

TAX EXEMPTION > THE FINE PRINT

Federal and Provincial tax legislation prohibits the use of tax-exempt meal plan funds by individuals who are not qualified to receive these benefits. Only the student who purchased that plan may purchase meals. Meal plan holders purchasing more than one meal at a time will be charged appropriate taxes on the meal with the lower value. All applicable discounts will be applied before taxes.

Not all purchases qualify for tax exemption in a declining balance program. Specifically, pre-packaged convenience items and non-food items. There is no bulk buying allowed as all plan dollars must be used for the purpose that it is intended.

During each transaction, the cashier will examine the photo on the Student ID card to ensure that the person making the purchase is the cardholder. In all cases where the cashier suspects that somebody is using a card other than the cardholder, the cashier must keep the card and prevent its use. The card will be forwarded to the Chartwells Food Service Office within four hours where it can be picked up by the proper cardholder at that time, or the next business day. Fraudulent use of card funds to purchase food for other people may result in loss of all discount and tax exemption privileges.

The security of a card remains the cardholder's responsibility. Cards should be treated like a credit or debit card. If a card is lost or stolen the cardholder is responsible for all charges made to that card until the card is reported lost or stolen. A card can be reported lost or stolen by contacting the Chartwells Food Service Office at (519) 542-7751 ext. 3483, or by email at guy.racine@compass-canada.com