

# RIT | Dining

## Group Policies & Procedures

This is a general overview of RIT Dining policies and procedures for all groups. Any questions or concerns should be directed to the RIT Service Center (RSC) at 585-475-5000 or [help.rit.edu](http://help.rit.edu).

### RIT Dining – Group Overview

#### Prior to Group Arrival:

- » **10 Business Days Prior to Arrival**
  - Submit finalized program dates, dining needs, counts, and attendance confirmation. Refer to the chart at the end of this document for any Short Notice Fees.
  - Any specialized arrangements will be specifically outlined on the contract (Extended hours, boxed meals, etc.).
  - Any dietary restrictions or food allergies must be confirmed at this time.
  - RIT Dining Staff will email a copy of the finalized contract for an electronic approval to confirm contract accuracy.
- » **5 Business Days Prior to the Start of the Program**
  - All updated final counts must be submitted to the RIT Dining Business Office for dining production planning and programming purposes.
  - Increases to guaranteed counts are allowed. Based on group size, an additional administrative fee will apply. Refer to the chart at the end of this document for any Short Notice Fees.

#### Program Duration:

- » Group leads and contacts are responsible for providing all group participants with correct dining location's hours of operations, meal times, arrangement details, and RIT Dining policies.
- » Groups with participants under 18 years of age must be chaperoned and should not be left in dining locations unattended.
- » Groups dining at an All-You-Care-To-Eat location during the Fall and Spring semester must have a way to identify themselves (e.g., t-shirts, lanyards).
  - If the group does not have a way to identify themselves, please contact the RIT Dining Business Office when submitting estimated counts. We may be able to coordinate this.
- » Groups are responsible for leaving dining locations as they found it.
  - Any group that does not leave the dining location as they found it (e.g., leaving all your dishes on the tables) will be charged an additional administrative fee of \$100.00 for cleaning.
- » Unauthorized use and sharing of meal cards is strictly prohibited. Misuse of cards will NOT be refunded. This includes, but is not limited to, the following:
  - The use of cards at locations or times otherwise indicated in the contract is prohibited

Updated 07/18/2022

RIT Dining reserves the right to change, amend, modify, suspend, continue or terminate all or any part of the Policies and Procedures and the Dining Contract either in an individual case or in general. RIT Dining will attempt to notify the customer of any changes in advance.

and will result in additional charges.

- Allowing unaffiliated groups or individuals to use the meal cards and funds provided by the RIT Dining Business Office.
- » Any lost or stolen RIT IDs and/or meal cards must be reported immediately to RIT Public Safety by phone at 585-475-2853 or text at 585-205-8333.
  - Any charges incurred on cards until they have been reported lost or stolen are the responsibility of the group.
  - For a replacement card, contact the RIT Service Center at 585-475-5000 or [help.rit.edu](http://help.rit.edu), Monday – Friday, 8 a.m. – 4:30 p.m.

## Group Departure & Billing:

- » **Missed Meal Penalty:**
  - Any missed meals will result in the full quoted amount total being billed. If less than 50% of the group does not show up, the group will be charged for usage and the difference of the quoted amount.
- » **Cancellations:**
  - If for any reason the entire program is cancelled or meal cards are no longer needed, notify the RIT Dining Business Office more than 10 business days prior to the event via the [RIT Dining General Request](#) form or by contacting the RIT Service Center.
  - Ten (10) business days prior to arrival, any group who cancels completely after the signed contract will be charged a \$150 cancellation fee.
- » **Boxed Meals:**
  - All boxed meals will be billed on a guaranteed count basis. The group contact is responsible for pickup and transport of all boxed meals requested.
- » **All invoices will be submitted directly to the group contact and charged to the account number provided. Charges will reflect the terms and rates listed on the group's contract.**
  - Group contact is responsible to ensure all billing and contract details are approved and communicated to their corresponding departmental contacts.
  - All account combinations provided must be enabled to ensure timely billing.
  - Any group that extends between months will be billed on a monthly basis for timely accounting purposes.

## Cards:

- » Card printing fees are as follows:
  - A \$1.00 card printing fee will be charged per classic RIT meal card requested by the group.<sup>1</sup>
  - A \$2.00 card printing fee will be charged per custom RIT meal card requested by the group.<sup>1</sup>
- » Custom card criteria includes, but is not limited to, the following:
  - Custom logos or icons
  - Specific verbiage or phrases
  - Additional card designs or brand elements

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<sup>1</sup> Effective September 1st, 2022

- » A \$0.50 card printing fee will be charged per meal card requested by the group.
- » There is no card printing fee associated with control cards.
- » If using RIT IDs, it is the responsibility of the attendee to keep their RIT ID with them at all times, otherwise admittance into All-You-Care-To-Eat dining locations will not be allowed unless the participant has another method of payment.

**Extended Hours:**

- » Fees to open a dining location for times outside of normal hours of operation will be charged on a half-hour basis and will be billed based on group needs and dining location.
  - The group must request the extended hours at least 10 business days prior to the start of the event for staffing and planning purposes.

<b>SHORT NOTICE FEES</b>				
<b># OF PARTICIPANTS</b>	51+	\$100	\$75	\$50
	0-50	\$75	\$50	\$25
		1-3	4-5	6-7
		<b># OF BUSINESS DAYS</b>		

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