

50.8 Food Service

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1. Purpose. The Eastern New Mexico University-Roswell (ENMU-Roswell) Food Services Department (contracted by Great Western Dining) provides meals for the students living in the residence halls as well as for the convenience of other students, staff, faculty and the community at large. The following is an overview of the service provided and the rules of operation.

2. Overview. The Food Services Department (referred to as "Great Western Dining") is located in the Campus Union Building (CUB). The service provides meals for the students living in the residence halls as well as for the convenience of other students, staff, faculty and the community at large. The service also provides catering services for functions held at ENMU-Roswell.

3. Hours of Operation. The Cafeteria and related services will be open for business whenever students are in the residence halls and according to published Hours of Operation. The exception will be campus holidays when the majority of students will be off campus, such as Thanksgiving.

If determined by the Director of Great Western Dining that there will not be enough students in the residence halls to efficiently conduct business, the Director may provide alternate means for providing meals to students residing in the residence halls over the period of the holiday.

In the case of campus closure due to inclement weather, the Director may choose an alternate means for providing meals to the residence halls, with consideration to safety.

Between regular sessions, Great Western Dining will provide limited services. Hours of operation will be published.

4. Policies.

A. Check Cashing: Great Western Dining will accept personal checks for the purchase price. Great Western Dining will not accept third party checks.

B. Catering: Great Western Dining must be utilized for catering ENMU-Roswell business functions and events, unless Great Western Dining is unable to accommodate such an event. These functions do not include informal office parties or gatherings.

C. Right to Refuse Service: Great Western Dining reserves the right to refuse service to anyone at any time. Anyone that is refused service, for whatever reason, may seek appeal through the Director of Great Western Dining. If an understanding cannot be agreed upon, the matter will be referred to the Vice President for Business Affairs.

D. Meal Plans: Meal plans are encouraged for residence hall living. All students living in the residence halls should choose a meal plan. This includes full and part-time students as well as married students. In the case of married students, both individuals should have a meal plan even if both are not enrolled as students. Part-time students may purchase an abbreviated meal plan based on the number of days per week they will be staying in the residence halls.

E. Great Western Dining will issue Meal Plan Cards and provide an ongoing balance for each card. Great Western Dining is not responsible for how the card is used or by whom. Stolen or lost cards must be reported immediately so the card can be removed and another card issued thus protecting the existing balance.

F. Refunds: If a student moves out of the residence hall for any reason, they have a choice to continue with the meal plan or receive a refund based on ENMU-Roswell's refund schedule. Once the refund period has closed which is the add/drop date for each semester there will be no refunds for meal plan fees.

If the student leaving the residence halls has had their meal plan paid for by a state agency, then a refund must be made to the state agency. If the student is no longer enrolled at ENMU-Roswell because of disciplinary reasons, no refund will be made if the student is withdrawn past the add/drop date.

If a student leaves ENMU-Roswell for any reason, no refund will be made unless they have properly withdrawn from the institution and the withdrawal is made prior to the add/drop date.