



# Pennsylvania College of Technology Dining Services Disclosure Statement

Please read this rights and liabilities statement carefully. Consult the Dining Services webpage for additional information.

*\* Unless otherwise stated, "account" refers to all Dining Plan accounts.*

## Account Access Limitations

A student's Penn College ID card will not be programmed with Dining Plan information until the student has completed an application and full payment is received.

Students living in college-owned housing, who are still waiting on financial aid or student loans, will be set up with meals only. Dining dollars and bonus meals will be added to the account when the Dining Services office is contacted by the Bursar, that room and board has been paid in full.

A student may not use an ID card to pay for purchases if there is no balance in the account or if the balance in the account is less than the amount of purchase. Students may not use Dining Plan balances when classes are not in session due to holidays or vacations or during the summer semester, unless on a plan for this type of use.

## Account Holder's Liability for Unauthorized Purchases

An account holder's liability for unauthorized charges made with a lost/stolen card is as follows:

1. If the account holder reports the lost/stolen card within 2 business days of discovering it is missing, the account holder shall be responsible for not more than \$50 of unauthorized charges.
2. If the account holder reports the lost/stolen card more than 2 business days but within 21 calendar days of discovering the card is missing, he/she may be responsible for up to \$200 of unauthorized charges.
3. If the account holder fails to report the lost/stolen card within 21 calendar days of discovering the card is missing, he/she may be responsible for all unauthorized charges.

Dining Services reserves the right to review an account to determine appropriate refunds/credits.

## Notification Procedure for Lost or Stolen Cards or Unauthorized Card Use

Student ID cards are used to make Dining Plan purchases. Cards that are lost, stolen, or used without authorization, should be reported immediately to Dining Services using one of the following methods:

**Online:** [get.cbord.com/penncollege](http://get.cbord.com/penncollege)

**Email:** [dining@pct.edu](mailto:dining@pct.edu)

**Phone:** 570.327.4767

**In person:** Dining Services Office, Main Campus, Hager Lifelong Education Center, Room A137

**U.S. Mail:** Dining Services DIF 78, Pennsylvania College of Technology, One College Avenue, Williamsport, PA 17701

Notification should include the following:

1. The account holder name, Penn College ID number, date, and dollar amount of transaction
2. A description of the transaction in question and reason for discrepancy

ID cards may be replaced at the ID center, located in the LEC Building, Rm. B1032.

When reporting or requesting a new ID, be aware that normal operating hours of the Dining Services Office and ID Center are 8 a.m.–4:30 p.m., Monday–Friday. Hours vary when classes are not in session and during summer semesters.

## Error Resolution Procedures

A written request for resolution may be required. If Dining Services requires, but does not receive a written submission within 10 business days, the office may not investigate the transaction or credit the account.

Dining Services will make every effort to report the results of our investigation to the account holder within 10 business days of the account holder's request. However, if necessary, the investigation may take up to 45 days. If Dining Services requires more than 10 business days to investigate, the account holder's account will be credited for the amount of the discrepancy, allowing the account holder use of the money during the period of our investigation.

If Dining Services determines that no error occurred, the office will send the account holder a written explanation within 3 business days of our completed investigation. The account holder may request copies of the documents used in the investigation.

## Associated Charges

The College will charge a \$25 fee for all returned checks.

## Refunds of Dining Plan Balances

All dining plans are non-refundable.

If a student voluntarily withdraws from the College prior to the fourth week of classes, a refund may be issued, at the discretion of the Director of Auxiliary Services, as follows:

- Up to and including the first day of classes: full refund.
- Second day through the end of the third week of the semester.
  - o Board and Block Plans: based on a prorated schedule.
  - o Dining Dollar Only Plans: account balance, less a \$10 processing fee.
- After the third week of the semester: no refund.

*\* Note that the College may use dining plan balances to offset other financial obligations to the College.*

## Changes to a Dining Plan

Changes to a Dining Plan must take place within the first two weeks of the semester.

## Liability for Account Transfers

If Dining Services does not complete a transfer to or from a student account on time or in the correct amount according to the agreement, Dining Services will be liable for losses or damages. However, Dining Services is not liable:

1. if, through no fault of Dining Services, the student does not have sufficient account funds to make a transfer.
2. if the Dining Plan system was not working properly and the student was aware of the breakdown when starting the transfer.
3. if circumstances beyond our control, such as fire or flood, prevent the transfer, despite reasonable precautions.
4. when other exceptions apply, as stated in the agreement.

## Disclosure of Accounting Information to Third Parties

Penn College will disclose information to third parties about the account holder's account or transfers made only: (1) in order to comply with court orders or other applicable laws, or (2) if the account holder provides written permission.

## Account Statements

The account holder can access account information through the GET app or by visiting the Dining Services office. Paper statements are not mailed or otherwise sent to account holders.