

Dining Dollars Terms and Conditions

By making a deposit in your Dining Dollars account and/or otherwise using your Dining Dollars account, you enter an agreement with Western Michigan University (“WMU” or “University”), under which you acknowledge and agree to comply with these Dining Dollars Terms and Conditions (the “Agreement”). Adding funds to your Dining Dollars account enables you to use your Dining Dollars balance at the Campus Cafés; Mi Pi, Fuego Verde, or ReFresh Market on the 1st floor of the Student Center; or at the dining centers to purchase a meal at the door rate.

WHAT ARE DINING DOLLARS?

Your Dining Dollars account is a pre-paid declining balance account, which may be accessed by using your Western Michigan University BroncoCard. First, you must make a deposit in your Dining Dollars account, then you can present your BroncoCard to make purchases at any of the locations listed above.

DEFINITIONS

1. **You, Your, and Account Owner** are each terms used to refer to you, the Cardholder in this Agreement.
2. **University or WMU** refers to Western Michigan University.
3. **Cardholder** refers to you, or to any individual in whose name and for whose benefit a BroncoCard is to be issued or has been issued by Western Michigan University.
4. **BroncoCard** means the official Western Michigan University ID Card issued by Western Michigan University to the Cardholder.
5. **Dining Dollars Account** refers to a recorded University declining balance account into which Cardholder has pre-paid funds and which the Cardholder can use to make purchases on campus.
6. **Guest** means an individual other than the Cardholder who has been authorized to deposit funds in the Cardholder’s Dining Dollars account; such funds are considered a gift to the Cardholder.
7. **Bronco Net ID** is the identifying account number assigned to the primary computer account a person actively affiliated with the University (Student, Faculty, staff, etc.). Bronco Net IDs are issued by WMU’s Office of Information Technology (“OIT”). The user is initially issued a temporary password which the account owner / Cardholder must activate before their Dining Dollars account can be used.
8. **Dining Dollars System Administrator** refers to the University staff member(s) responsible for managing each Cardholder’s Dining Dollars account.

BRONCO CARD

1. Your BroncoCard is your photo identification at Western Michigan University. Your BroncoCard is the property of WMU, and is issued by WMU for use by you, the Cardholder **only**; it is non-transferable.
2. Your BroncoCard may only be used by you, the cardholder to whom it is issued. Your BroncoCard will be confiscated if it is presented for use by someone other than the Cardholder.
3. University policies, rules, regulations, and/or procedures (collectively, “Policies”) govern your use of the BroncoCard. Make yourself familiar with those Policies. Contact the BroncoCard Office if you have questions about which Policies apply. Misuse of your BroncoCard may be referred to WMU’s Department of Public Safety (“DPS”) and/or WMU’s Office of Student Conduct. Your use of your BroncoCard may be revoked at University’s sole discretion, if you are found to have violated University Policies.
4. For questions, or for more information about the BroncoCard, contact the BroncoCard Office at (269) 387-6278 or [online](#).
5. The BroncoCard is not a bank card and is not associated with a bank. Under no circumstance may the BroncoCard be used to obtain cash or cash advances.

LOST OR STOLEN BRONCO CARDS

1. As a cardholder, you are responsible for reporting and replacing your lost, stolen, or damaged BroncoCard, as stated by the DPS BroncoCard Office.
2. If your card is lost, stolen or damaged, you should IMMEDIATELY request a new card from DPS.
3. Dining Services/the University shall not be responsible for any loss of funds or value due to misuse of your account due to lost or stolen cards before you report the lost or stolen card to DPS and a hold is enabled.
4. Dining Services/the University are not liable for any financial or criminal repercussions occasioned by any person’s fraudulent use of your Dining Dollars / BroncoCard.

DINING DOLLARS ACCOUNT

1. Any WMU student or employee issued a Bronco Net ID is eligible to set up a WMU Dining Dollars account.
2. Dining Dollars accounts may be set up online at wmich.edu/dining/diningdollars
3. Dining Dollars accounts may only be accessed online using the account owner’s Bronco NET ID and password. Keep your password CONFIDENTIAL.
4. Dining Dollars accounts are not transferable.

5. The Dining Dollars system works on a declining balance. A positive dollar value must be added to a Dining Dollars account before the Dining Dollars account can be used to make purchases at accepted locations.
6. Dining Dollars is not a bankcard and is not associated with a bank. Dining Dollars can only be used for **purchases** on campus, not for cash withdrawals.
7. An account owner's Dining Dollars account will only remain in effect as long as the account owner is an officially registered University student or employee.
8. As a Dining Dollars account owner, you agree to abide by all Dining Dollars and BroncoCard Policies issued by the University and/or Dining Services. The University reserves the right to cancel your account agreement if you violate any such rule, regulation, policy, and/or procedure, or if you breach any term or condition of this Agreement in any way. Future changes in the terms and conditions of this Agreement regulating the use of Dining Dollars and its privileges will take effect immediately and will apply to all BroncoCards in circulation and use at the time. The new terms will supersede any previous versions of the terms and conditions in effect at the time the card was acquired.
9. The University may modify this Agreement and its Terms and Conditions by sending an email notice to you, the cardholder (using the email address in your Dining Dollars account profile). Any such modification shall become effective when University sends the email. Your continued use of your Dining Dollars account and/or BroncoCard after the issuance of such modifications shall constitute your acceptance of the Agreement, as modified. The modified Agreement's terms shall apply to any then-outstanding balance in a Dining Dollars account.
10. Dining Services reserves the right to close Dining Dollars accounts that remain inactive for a period of twelve months or longer.

ADDING VALUE

There are two ways to add value to a Dining Dollars account:

Direct account access

1. Dining Dollars account owners may add value to their account by using a valid VISA, MasterCard or Discover credit card, or by authorizing a charge to their student account through the online Dining Dollars system account interface.
2. Account owners adding value to their Dining Dollars account must add a minimum of \$10 of additional Dining Dollars to their account per transaction.
3. Account owners adding value to their Dining Dollars account via a charge to their student accounts may not add more than \$250 per week (Monday – Sunday) and may not add more than \$250 per individual transaction.

4. Account owners adding value to their Dining Dollars account by using MasterCard, VISA or Discover may not add more than \$1,000 per transaction and may not add more than \$1,000 per week.
5. Dining Dollars accounts are not eligible for interest or any other earnings; no interest or earnings will be paid to the account owner or credited to the University.
6. Transactions are real-time.

Gifting

1. Anyone can add value to a Dining Dollars account if they provide Dining Services with a valid account owner's first name and last name (exactly as it appears on the BroncoCard) and the account owner's WIN. Unless permitted under FERPA, University does not release such information to outside persons or entities.
2. Individuals may make donations to a Dining Dollars account via the Dining Dollars online system gifting interface with the use of a valid VISA, MasterCard, or Discover credit card.
3. Any amount gifted to an account owner's Dining Dollars account becomes the sole property of the Dining Dollars account owner. The account owner has sole discretion as to use the gifted amount. The donor / person gifting the amount to the account owner is not entitled to any refund or credit.
4. Transactions are real-time.

PURCHASES

1. Only the account owner is authorized to use their WMU BroncoCard to make purchases using funds in their Dining Dollars account.
2. The Dining Dollars account must have a positive balance with sufficient funds to cover the amount of any purchase. Otherwise, the account owner will be required to cover any balance using alternate means of payment. Dining Dollars accounts will not carry a negative balance.
3. Any person making fraudulent use of a Dining Dollars account will be subject to penalties under University policies, as well as State and Federal Law.
4. Cash withdrawals may not be made from a Dining Dollars account.
5. Account owners may request a point of purchase receipt at the time of each purchase, provided the sales terminal is equipped to print receipts. An account owner may also request the cashier to inform them of the remaining balance in their Dining Dollars at the time of each purchase.

ACCOUNT BALANCE

1. You may also see your up-to-date balance by logging into Your Dining Dollars account 24 hours a day, 7 days a week.

2. Questions concerning your Dining Dollars account can be directed to the Dining Services office at (269) 387-4844.
3. If you wish to dispute the amount of a charge to your Dining Dollars account or other specifics, you must contact Dining Services within 30 days or you will be deemed to have accepted the charges and other specifics. To discuss your Dining Dollars account with Dining Services, you will be asked to provide the following information:
 - Dining Dollars account owner's name and WIN number.
 - Describe the discrepancy or question.
 - Specify the dollar amount you are questioning and/or provide proof of the purchase at issue.
4. Dining Services/the University shall not be responsible for any loss of funds or value due to your sharing your WIN number, BroncoID, and/or password with others, or your negligence in protecting your WIN number, BroncoID, and/or password.
5. Dining Services/the University shall not be responsible for any loss of funds or value due to misuse of your account due to lost or stolen cards before you report the lost or stolen card to DPS and a hold is enabled.

REFUNDS

1. No cash refunds will be made for meals or purchases using Dining Dollars account funds. If warranted, Dining Services will issue a credit to your Dining Dollars account.
2. Dining Dollars account balances of \$10 or more will be refunded to the account owner upon the account owner's graduation, academic withdrawal, or employment termination from the University, but only after a request by the account owner. Requests can be made by calling the Dining Office at (269) 387-4844 or via the Dining Services website.
3. Per University policy, before any refund is issued to the account owner, deductions will be taken from the balance to cover the account owner's outstanding debt to the University, if any, as well as a refund administration fee of \$3.