

**Housing**

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**ROOM & BOARD AGREEMENT****2024-2025****TABLE OF CONTENTS**

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## A. General Provisions

UNH Housing values, encourages, and supports diversity in the University community. Our mission is to provide residents and University guests with a safe, comfortable, and affordable living environment that promotes learning, social interaction, and personal growth; to maintain facilities, advance technology and provide services that are attentive to resident needs and concerns; and to ensure efficient and effective management of operations and resources. All student residents in University housing are subject to the provisions of the [Student Rights, Rules, and Responsibilities handbook](#) and the terms of this Agreement (the “Rules”). All Rules governing the behavior of University students shall be enforced; violations of Rules shall be subject to appropriate University sanctions, including dismissal from University housing and/or the University. Students can be held responsible for any violation of Rules, law or other UNH policy that occurs in their room. All students are expected to conduct themselves in a manner consistent with the expectations of the University, as stated in the Student Rights, Rules and Responsibilities handbook.

1. **Eligibility.** University housing is available to students who are 16 years of age or older at the time of occupancy and:
  - a. are enrolled as an undergraduate full-time at the University of New Hampshire (where full-time is defined as an being enrolled in 12 credits or more in a given semester); or
  - b. are a graduate student verified through the graduate school.

Students enrolled in part-time credits in a given semester may be eligible for University housing at UNH Housing’s discretion. UNH Housing reserves the right to cancel this Agreement for students who are registered for less than a full-time courseload.

To live in the on-campus apartments (Woodside and The Gables), students must be at least 19 years of age or at least a sophomore (as defined by the [UNH Academic Catalog](#)). Undergraduate students not meeting these criteria are permitted to live in the on-campus apartments only by exception. Babcock Hall is primarily a graduate residence. Undergraduate students who are 21 years of age or older are permitted to live in Babcock Hall only by exception.

Summer school students must be enrolled with the University of New Hampshire in one (1) or more credit courses during the period of housing, unless approved by UNH Housing.

2. **On-Campus Housing Requirement.** The University of New Hampshire considers the residential experience an essential component of the educational and campus experience. New undergraduate, full-time, first-year and transfer students on the UNH Durham campus are required to live on-campus for four (4) semesters, unless approved for an exemption by UNH

Housing. Living on-campus is defined as living in a university-owned residence hall or apartment. Part-time undergraduate, graduate, non-degree seeking, fully remote (all online classes), UNH School of Law, and UNH College of Professional Studies students are exempt from this policy.

Full policy information about the On-Campus Housing Requirement, including approved reasons for an exemption and the exemption request process, is available in the [Student Rights, Rules & Responsibilities](#).

3. **Terms of Agreement.** The University grants a limited license to occupy University housing facilities and receive services in the residence and dining halls under the terms and conditions stated herein. Information on the UNH Housing website, including move-in and move-out schedules, is incorporated by reference and made a part of this Agreement. No lease or landlord-tenant relationship is created by this Agreement.

This Agreement is for a period of **one academic year (two semesters)** or in the case of Spring semester only students (students who did not live in University Housing during the Fall semester of same academic year), for a single Spring semester. For summer session, this Agreement is for a period equal to the duration of the student's summer courses.

The University reserves the right, in its sole discretion and at any time, to terminate or suspend the student's assignment to or ability to occupy University housing.

University housing is not available during University vacation periods, except for students residing in the on-campus apartments, Babcock Hall, and specifically designated residence halls. University housing services, including access to the room or apartment, begin on the designated opening day and end within 24 hours after a student's last instructional period final exam during the term, or upon cancellation of this Agreement.

This Agreement cannot be transferred or reassigned. Information regarding cancellation of and release from this Agreement is in [Section C](#).

The University shall be excused from performance or underperformance of this Agreement. No refund of housing or Meal Plan charges will be made if the University fails to provide residential or Meal Plan services due to a Force Majeure, except in the sole discretion of the University. The University reserves the right to adjust or impose additional requirements to control on-campus housing rooms and apartments due to any force majeure. The University assumes no responsibility for failure to perform any terms or conditions of this agreement due to any force majeure. For purposes of this agreement, the term "force majeure" shall mean fire, earthquake, flood, hurricane, or other significant weather event or natural disaster, strikes, work stoppages or other labor disturbances, riots or civil commotions, litigation, war or other act of any foreign nation, acts of God, plague, epidemic, pandemic, power of government or governmental agency or authority, state of emergency, or any other cause like or unlike any cause mentioned above, whether natural or human-caused, which is beyond the control or authority of the University.

The University and the student acknowledge the ongoing possibility that a health or safety emergency or other Force Majeure event, including the COVID-19 pandemic, may require evacuation or relocation of the student, or the student's use of campus residential facilities may be significantly restricted. Furthermore, during a health or safety emergency, some agents or staff contracted by the University to provide certain services to campus housing facilities may not be available or may be significantly limited. Notwithstanding anything in this Agreement to the contrary, the University may temporarily close and/or place restrictions on use of housing facilities as necessary in the University's sole discretion to preserve the health and safety of student residents and the campus community. The student acknowledges that, in the event of such temporary closures, restrictions, and/or adjustments to on-campus housing, the student must immediately comply with such evacuation or relocation order. The student further acknowledges that the University shall not have the obligation to issue a partial refund or credit for such interruptions or adjustments due to a Force Majeure event.

4. **Amendments.** The University has the right, at any time, to amend or update this Agreement and University housing policies in the sole discretion of the University.

5. **Applying for Housing.** To reserve a space in on-campus housing, students must submit a housing application, and agree to the terms of the cancellation fees as listed in [Section C](#), by the designated deadline(s). Electronic or written signature of the student on the housing application legally binds said student to the terms and conditions of this Agreement. The University will offer a student the opportunity to reserve a space at its sole discretion.
6. **Housing Assignment.** The process to which housing assignments are made is decided at the sole discretion of UNH Housing and may be changed at any time. This includes use of a priority system, lottery, wait list, seniority, and student preference.

UNH Housing works closely with [UNH Student Accessibility Services \(SAS\)](#) to provide reasonable accommodations within the residential facilities for students with permanent or temporary disabilities. Applying for University housing and requesting a housing accommodation through SAS are two related, but separate processes. Students must both complete a housing application and request an accommodation through SAS. Students who do not complete the housing application, but have an approved accommodation from SAS, in the suggested time frames are not guaranteed a housing accommodation. Such accommodations may include but are not limited to room type requests, proximity to facilities, emotional support animals and power-driven mobility devices. All requests for such accommodations must be approved by SAS.

The University will cooperate, to the degree possible, with students desiring a change in housing assignment. Babcock and on-campus apartment residents may not be reassigned to a residence hall, unless granted an exception by UNH Housing.

The University reserves the right to change room assignments for health and safety hazards, repairs, vacancy consolidation, unresolved issues in the compatibility of roommates, or other reasons at the discretion of UNH Housing and/or Residential Life. The University reserves the right to assign more occupants to a room than the established capacity. In such cases, the housing fee for all occupants involved will be reduced based on the housing rates established by the Board of Trustees. When the room is no longer over-assigned, for any reason whatsoever, and the extra furniture is removed, all occupants involved will be required to pay the increased fee, pro-rated, based on room or apartment capacity. The occupant(s) is (are) responsible for any changes in housing fees. If the extra furniture remains in the room at the request of the remaining residents or if the residents of the room do not ready the extra furniture for pick-up, the occupants will be required to pay the increased fee, pro-rated, based on room or apartment capacity.

7. **Occupancy.** Occupancy begins when a student first gains entrance into their room via key, combination, or ID card. Only the student officially assigned and checked into a specific room may occupy that room. A student may occupy only the type of room for which they are paying unless an exception is granted by UNH Housing.

Occupancy ends on the listed booking end date in the student's Housing Portal, or according to move-out schedules posted on the UNH Housing website, whichever is earlier. Students who experience a change in enrollment status from active to inactive (including University withdrawal, leave of absence, academic or disciplinary suspension/dismissal) and/or a change in on-campus housing eligibility (ie. Housing suspension/dismissal) are required to move out of their assigned space within 72 hours, unless otherwise directed by UNH Housing or Residential Life.

8. **Move In / Move Out.** Before moving out, a student is required to complete all necessary steps as directed by University staff, including removing all refuse and personal possessions, returning any lofted or bunked beds to the lowest height, and leaving the room or apartment clean. Charges for additional cleaning required, removal of personal property, bed height adjustment, or for any damage or loss of University property, normal wear and tear excepted, will be billed to the student(s).
  - a. **Keys.** Keys will be issued to the student of record on arrival at the beginning of the occupancy period. Keys may not be transferred, duplicated, or given to other persons. Lost keys should be reported immediately to UNH Housing. In each case in which keys are lost, the lock will be changed, new keys issued, and the student billed for that cost of work. Keys said to be temporarily mislaid, keys not returned at the end of the occupancy period, or unauthorized duplicate keys turned in at the end of occupancy will be considered lost keys and charges will be assessed.
  - b. **Combination Locks.** Students assigned to a room with combination locks are prohibited from issuing or in any way communicating the combination to their room to any person or persons. Combinations will be changed as occupants officially move out of rooms. If a combination change becomes necessary, as a result of the combination

being communicated to others by the student, the student will be billed for the cost of the combination change.

9. **Liability.** The University shall not be liable directly or indirectly for theft, destruction, or loss of money, valuables, or other personal property, belonging to, or in the custody of, the student for any cause, or whether such losses occur in the student rooms, storage areas, public areas, hallways, or in the baggage related to shipment or storage. The University provides no insurance for personal possessions. Students must have their own insurance or be included under their family's insurance policy. The University is not responsible for personal property left behind by students after the date of their withdrawal, transfer, departure, suspension, or dismissal from any assignment in University housing. Students are particularly encouraged to remove all valuables from their space during periods of absence or during University breaks. In the event of mechanical difficulty (air conditioning, heat, hot water, and other equipment) or interruptions of electrical power or water service, the University will make reasonable efforts to restore service; however, there will be no reduction of housing charges because of such failure. In the event of damage by fire, water, steam, or other causes which render the room or apartment wholly unfit for occupancy, as determined by UNH Housing, the University reserves the right to reassign the student to an alternative space. If an alternate space is not available, this Agreement may be terminated, and the student shall not be entitled to recompense for damages except for a pro-rated housing fee refund.
10. **Communication.** The University of New Hampshire and UNH Housing often communicate with students on official matters in written form and using various technologies. In those instances when the University chooses to communicate with students through technology (including but not limited to email, portal communications, and electronic messaging), it often does so with the use of a University-generated UNH Username (IT ID). The University will provide and maintain this UNH Username (IT ID). It is the responsibility of the student to monitor official communication sent by the University to this UNH Username on the UNH e-mail system, as well as those posted to the UNH Portal (MyUNH/Housing Portal).

## B. Use of Dwellings & Grounds

Violation of any of the following terms may result in a referral to the student conduct process and/or monetary fines.

1. **Appliances.** All electrical items in a room must be UL listed or recognized to a UL standard by a nationally recognized testing laboratory. Coffee pots, popcorn poppers, and irons may be used but cannot be plugged in unattended. Refrigerators no larger than 4.5 cubic feet are allowed, to a maximum of one refrigerator per every two assigned room occupants. Microwaves up to 800 watts of power output are allowed. Appliances must be plugged directly into a receptacle.
2. **Prohibited Items.**
  - a. **The following items are prohibited in all on-campus housing facilities:** Halogen lamps, electric heaters, electric blankets, lava lamps, and other decorative objects which heat up, live holiday decorations (i.e., Christmas trees), candles, wax tarts, incense, explosives, fireworks, hazardous chemicals, motorized vehicles of any kind, including hoverboards, or parts and accessories for any motor vehicle, air conditioners of any type, clothes washers and dryers, dishwashers, and water beds.
  - b. **The following items are prohibited in the residence halls (but allowed in University apartments):** induction plates, hot plates, rice makers, instapots, heating/immersion coils, electric frying pans, panini makers, mini grills, mini ovens, slow cookers, toasters, toaster ovens, and air fryers.
3. **Damage Billing.** Each student is financially responsible for the cost of replacement or repairs of any breakage or damage (except for normal wear and tear) to their accommodations and its furnishings.
4. **Community Damage Billing.** The purpose of community damage billing is to promote individual responsibility and to hold students mutually accountable for the condition of their shared living spaces. Public areas (i.e. hallways, stairways, lounges, bathrooms) are the collective responsibility of the residents of that community (i.e. suite, wing, floor, building, apartment, house). Charges for damages to those areas may be divided among the residents of those facilities. Items covered under the community damage billing policy may include, but are not limited to, damaged facilities, damaged or stolen furniture, or housekeeping charges in a common or public area when it is not possible to determine the responsible person(s). If a student

is found to have information regarding the responsibility of one or more other persons for damage done to University property and failed to share that information with UNH staff, the student may be charged for a share of the damage.

5. **Maximum Occupancy.** Per Durham Fire Department, the following maximum occupancies apply for University housing:
  - a. No more than ten (10) people may be in a residence hall or apartment bedroom, at any time.
  - b. No more than 20 people may be in a residence hall suite (all rooms in suite combined) or apartment (all rooms in apartment combined) at any time.
6. **Cleanliness.** Students are responsible for maintaining reasonable sanitation and safety standards in their rooms, suites and apartments (including in-suite/apartment bathrooms, living rooms and kitchens). If upon inspection, University staff finds safety and sanitation below standard, the student will receive a written request prescribing corrective action. If after a reasonable time the corrective action has not occurred, the University will perform the needed work at the student's expense.
7. **Furnishings.** Each bedroom will be furnished with a Twin XL bed frame and mattress, desk and desk chair, dresser, and closet space for each resident. Closet space may be shared. Bed rails are standard equipment in rooms where beds can be elevated and must be used any time the bed is raised above its lowest position. University-supplied furniture may not be moved from the originally assigned room to any other on- or off-campus location and may not be stored in any suite or apartment bathroom. Students are prohibited from taking furniture from common spaces in the residential building and placing it in a student room, apartment, or any other on- or off-campus location.
8. **Lofts.** Built-in (wall or ceiling attachment) structures are prohibited. Free-standing loft structures are permitted however the University of New Hampshire and UNH Housing assume no responsibility for any property damage or personal injuries to residents building their own bed units. The top of a loft mattress must be at least 30" from the ceiling. UNH Housing and/or the Durham Fire Department reserve the right to determine the danger of lofts and require their adjustment or removal.
9. **Maintenance.** Routine maintenance needs should be reported in a timely manner using the online Housing maintenance portal. Emergent maintenance matters should be immediately directed to the [Facilities Control Center](#). The University reserves the right to perform any and all needed, as deemed by UNH Housing, maintenance. If maintenance is needed, it is the responsibility of the resident to notify the maintenance and/or Housing staff, at the onset of each instance, about any personal, medical, or health concern which may be impacted by the work.
10. **Trash Removal.** Students are solely responsible for bagging trash which accumulates in their room or apartment and disposing of such trash by depositing it in the designated outdoor dumpster, trash compactor, and/or recycling container. Personal room or apartment trash may not be placed in common area trash and bathroom receptacles.
11. **Bicycles & E-Bicycles.** Bicycles, including e-bicycles, are to be parked and secured only in places provided for that purpose. Bicycles may not be attached to stair railings (exterior/interior), building entrances, light poles, trees, signposts, etc. A student is required to remove their bicycle(s) on or prior to their designated move-out date. Bicycles left after move-out will be considered abandoned and will be removed.
12. **Storage.** Storage space for surplus or seasonally used property is not provided. Each student must make their own arrangements for such surplus storage off campus. No article of any nature may be stored in public lounges/spaces, stairwells, attics, housekeeper closets, interior and exterior building passageways, roofs or on the grounds.
13. **Entry / Inspection.** University staff members reserve the right to enter a student's room or apartment at any time, whether or not the student is present to:
  - a. perform maintenance;
  - b. to conduct fire/safety inspections;
  - c. during an emergency;
  - d. if there is a concern for the safety or wellbeing of individuals;

- e. to enforce policies, regulations, and statutes.

Advance notice is not required unless maintenance is expected to be substantially disruptive to students. The Durham Fire Department and the University reserve the right to determine fire safety standards for decorations and appliances and require students to take action to correct hazards. The University of New Hampshire reserves the right to access and review individual records related to entering or exiting residential buildings.

14. **Laundry Service.** Laundry machines are provided for students and accept payment only in the form of Cat's Cache. The University shall not be liable for any damage to or loss of personal property resulting from the use of the laundry machines, nor shall the University be liable for personal items left unattended in the laundry rooms.
15. **Service Animals.** UNH Housing complies with all federal, state, local, and campus policies regarding service animals. Information about campus policies for service animals is available from the [Civil Rights & Equity Office](#). Students with service animals in University housing are responsible for their animal's behavior, including towards other people and facilities. Service animals that display aggressive behaviors or cause an undue burden to the residential community, may be removed. Damage to University facilities/grounds, beyond typical wear, caused by a student's service animal will be the financial responsibility of the student. This includes odors, stains, excessive hair, and similar. Animal waste must be properly disposed of outside in a trash receptacle. Students are responsible for providing their own cleaning and waste bagging materials.
16. **Fire Safety.** Students are expected to notify the Fire Department of any fire and safety hazards and to report a fire promptly. All students are expected to observe all fire safety procedures established for their building including participation in fire alarm/evacuation drills. Students must leave buildings when a fire alarm is activated or be subject to disciplinary action. Fire extinguishers and alarm systems shall not be tampered with or tested by unauthorized persons nor should anything cover, be attached to, or hung from detector devices, conduit, or sprinkler heads. Students are expected to help prevent false alarms and should report any tampering with fire safety equipment to the appropriate staff person. Students are financially responsible for charges assessed as a result of tampering with fire safety equipment.
17. **Cooking.** Cooking is prohibited in residence hall student rooms and allowed only in designated kitchen units or facilities.

## C. Housing Rates, Payment & Cancellation

1. **Housing Rates.** Housing rates and fees are considered proposed until approval is granted by the University Board of Trustees. Approved, final rates will be published on the UNH Housing website.
2. **Deposit.** Newly admitted students offered housing must pay a housing deposit. The housing deposit will be applied against the semester housing fee.
3. **Payment.** Housing charges and fees will be applied to the student's financial account with the University. Payment is due upon the dates, deadlines, and processes determined by the University for the student's financial account. Semester payment is due when indicated on the bill or prior to occupancy, whichever is earlier.
4. **Cancellation of Agreement.** All requests for release from this Agreement must be submitted via the online Housing Petition for Release. Documented proof of the circumstances related to the release request may be required. If these circumstances change after the student is released from the Room and Board Agreement, the release will become invalid, and the student will again be obligated to the terms of the Room and Board Agreement.
  - a. **Cancellation Schedule A (Approved Grounds for Cancellation).** The only approved grounds for release from this Agreement are:
    - i. Graduation
    - ii. Official withdrawal from the University
    - iii. Leave of absence



- iv. Involvement in University-sponsored study abroad program or internship that makes it impossible to commute from campus
- v. Academic suspension
- vi. A major change in circumstances (as determined by the University) beyond the student's control has occurred

Cancellations of this Agreement for the approved reasons above are subject to the following cancellation schedule:

Students with Full Academic Year Agreement (Fall & Spring semesters)			
Petition for Release Submitted	Cancellation Fee	Refund of Fall Semester Charges	Refund of Spring Semester Charges
By August 1	No fee	100%	100%
By August 15	\$500	100%	100%
By first Friday of Fall semester	\$750	Pro-rated to checkout date	100%
By second Friday of Fall semester	\$1000	Pro-rated to checkout date	100%
By fourth Friday of Fall semester	\$1500	Pro-rated to checkout date	100%
After fourth Friday of Fall semester and prior to first day of Spring semester	No fee	No refund	100%
By first Friday of Spring semester	\$750	No refund	Pro-rated to checkout date
By second Friday of Spring semester	\$1000	No refund	Pro-rated to checkout date
By fourth Friday of Spring semester	\$1500	No refund	Pro-rated to checkout date
After fourth Friday of Spring semester	No fee	No refund	No refund
Students with Spring Semester Only Agreement <i>(not applicable for students with full academic year agreement)</i>			
Petition for Release Submitted	Cancellation Fee	Refund of Spring Semester Charges	
By January 15	No fee	100%	
By first Friday of Spring semester	\$750	100%	
By second Friday of Spring semester	\$1000	Pro-rated to checkout date	
By fourth Friday of Spring semester	\$1500	Pro-rated to checkout date	
After fourth Friday of Spring semester	No fee	No refund	

- b. **Cancellation Schedule B (Non-Approved Cancellations).** Cancellations of this Agreement for a non-approved reason are subject to the following cancellation schedule:

Students with Full Academic Year Agreement (Fall & Spring semesters)			
Petition for Release Submitted	Cancellation Fee	Refund of Fall Semester Charges	Refund of Spring Semester Charges
By June 1	\$500	100%	100%
By August 1	\$1000	100%	100%
After August 1	No fee	No refund	No refund
Students with Spring Semester Only Agreement <i>(not applicable for students with full academic year agreement)</i>			
Petition for Release Submitted	Cancellation Fee	Refund of Spring Semester Charges	
By January 15	\$500	100%	
Before first day of Spring semester	\$1500	100%	
As of first day of Spring semester	No fee	No refund	

- c. Students who, between the Fall and Spring semesters, become no longer required to live on campus under the [On-Campus Housing Requirement](#) (i.e. turns age 21+ by the first day of Spring semester classes, has completed their four semester live-on requirement) can cancel this Agreement for the Spring semester with no cancellation fee and a full refund of Spring housing charges if a complete Housing Petition for Release is submitted by the publicized cancellation deadline in the Fall semester.

- d. Students suspended/dismissed from University housing and/or from the University for a disciplinary (conduct) reason will not be charged a cancellation fee, but they are financially responsible for that semester's housing charges.
  - e. Students approved for a Health Leave of Absence through the Dean of Students office will receive a per diem housing refund pro-rated based on their verified checkout date.
  - f. This Agreement may be cancelled at the discretion of UNH Housing for students who fail to move-in to their reserved space by the respective semester's course add/drop date. Cancellation fees may apply.
  - g. UNH Housing reserves the right to cancel housing for any student academically excluded or suspended from the University that does not successfully petition to be reinstated by August 1 of the upcoming fall semester or by the Thursday preceding the start of spring semester classes. A full refund of housing fees will be issued.
  - h. After occupancy, no release from this Agreement or refund can be considered unless the assigned room or apartment is left clean and all sign-out procedures including return of keys and settlement of obligations are completed.
  - i. If this Agreement is canceled, any amount due to a student will first be applied to the student's current University financial account.
5. **Summer Term Cancellation.** Cancellation of this Agreement for a Summer Term housing assignment will be subject to a cancellation fee and refund of housing charges as listed below.

Summer Term	Cancellation Fee	Refund
Within 14 days prior to start of Agreement (contract dates vary)	\$100	100%
After start of Agreement	\$300	Pro-rated to checkout date

## D. Prohibited Conduct in On-Campus Housing

In addition to abiding by applicable federal, state, and local laws, students are expected to understand and abide by the conduct rules outlined in the [Student Rights, Rules and Responsibilities handbook](#). This includes community standards, prohibited conduct, rules and regulations established for all students, as well as those specific to students living in University housing. Alleged violations of these rules will be addressed following the procedures described in the [Student Code of Conduct](#).

## E. Resident Meal Plans

All students who reside in university housing (except Babcock Hall, The Gables, and Woodside apartments) are required to purchase a meal plan from the designated mandatory choices. The Core, Campus and Premier meal plans satisfy the requirement. Dining rates and fees are considered proposed until approval is granted by the University Board of Trustees. Approved, final rates will be published on the UNH dining website. See the [UNH Dining website](#) for the latest information about meal plans and services.

1. Resident students must designate the meal plan of their choice:
  - a. **For Fall Semester:** by July 1
  - b. **For Spring Semester:** by second Friday in November
2. Failure to specify a meal plan choice will be an indication of acceptance of the minimum mandatory meal plan for resident students, currently the Core Plan. The last day to reduce or cancel (if eligible) Fall or Spring meal plans is the 2nd Friday of each semester.



3. Resident meal plans begin on the first official day of move in and are carried through the last day of finals of each academic semester in which they were purchased.
4. Swipe plans are carried from Fall to Spring semesters and begin on the first official day of move in, and end on the last day of finals in the Spring. Any unused meals on swipe plans are forfeited.
5. Graduate meal plans are valid during any academic semester/term, including J Term and Summer. They can be purchased at any time and are valid for six years or until no longer an enrolled student. Any remaining balance after six years is forfeited.
6. Access to the dining halls can be obtained through one of the following methods (no cash accepted):
  - a. Biometric Recognition System
  - b. Dining Dollars (encoded on your UNH ID)
  - c. Cat's Cache (encoded on your UNH ID)
  - d. Master Card, Visa, American Express or Discover
  - e. Apple Pay, Google Pay
7. **Refund Policy.**
  - a. The only consideration for release from this agreement are as follows:
    - i. Graduation
    - ii. Official withdrawal from the University
    - iii. Leave of absence
    - iv. Involvement in a University-sponsored study abroad program or internship that makes it impossible to commute from campus
    - v. Academic suspension
    - vi. A major change in circumstances (as determined by the University) beyond the student's control has occurred
  - b. Academic Year Refunds are made as follows:
    - i. Unlimited meal plans are refunded on a prorated weekly basis based on their verified checkout date. Partial weeks will be rounded up. The weekly rate equals the meal plan cost (not including Dining Dollars) divided by 16 weeks (the typical duration of a semester).
    - ii. Swipe plans are refunded upon the verified checkout date or last meal eaten, whichever is later. Unused meals are refunded based on the price per meal for the swipe plan purchased.
    - iii. Unused Dining Dollars will be refunded.
  - c. Summer/J-Term Sessions refunds will be refunded on a case-by-case basis.
  - d. Students approved for a Health Leave of Absence through the [Dean of Students Office](#) will receive a meal plan refund prorated based on their verified checkout date or last meal eaten.

## F. Dining Hall Information & Policies

1. Information on the [UNH Dining and Hospitality Services website](#) is incorporated by reference and made a part of this Agreement. The University reserves the right to modify dining options and policies at its discretion.

2. Food served in the dining halls is available on an “come as you need” basis. Food can be taken out of the dining halls only through the “Green Box” take-out program. Violation of this policy can result in a \$25 fine and/or loss of dining privileges.
3. Students are expected to conduct themselves in the dining halls in a manner conducive to quiet enjoyment of mealtimes by all. Cooperation with stated procedures such as the self-bussing of dishware is expected.
4. Removal of dining hall property is prohibited. Violators are subject to a fine and/or referral to the student conduct process. At the retail locations, all food must be paid for before being consumed.
5. Except for service animals, no animal is permitted in any food service, dining or preparation area, or any store that sells food. Service animals are individually trained to do work or perform tasks for people with disabilities. Emotional support animals (ESA) do not qualify as service animals. Students with service animals in dining areas are responsible for their animal’s behavior, including towards other people and facilities. Students with service animals that display aggressive behaviors or cause an undue burden to dining facilities or others, will be asked to remove animals they cannot control.
6. Unless there is an approved medical reason, backpacks, sling packs, large purses, grocery bags, and non-approved food or beverage containers are not permitted in the Dining Halls.
7. **Lost ID Cards.**
  - a. A charge of \$25 is made to replace a lost, stolen, or damaged photo ID card and \$10 to replace a lost, stolen, or damaged non-photo dining card.
  - b. Lost or stolen meal cards must be reported immediately to the Campus Services Office or suspended instantly through the [Dining website](#). Only the balance of accounts on the card at the time the card is suspended can be protected. No temporary cards will be issued. Until your ID card is replaced, there is no access to a meal plan, Dining Dollars, guest passes or Cat’s Cache.
  - c. A University ID card is strictly nontransferable. The owner of the ID card is responsible for its security and proper use and is subject to a \$25 fine for its unauthorized use.
8. Guests may be brought into the dining hall by using a guest pass, Dining Dollars, Cat’s Cache, Master Card, Visa, Discover, American Express, Apply Pay, or Google Pay (no cash accepted).
9. Meal plans are subject to change from year to year. Sufficient notice will be given to enable students to plan for future purchases. Please see the [UNH Dining website](#) for updates.
10. **Dining Dollars.**
  - a. Dining Dollars may be purchased in any amount. All students may purchase Dining Dollars, Campus & Premier meal plan holders may also purchase additional Dining Dollars.
  - b. Dining Dollars are accepted at Albert’s, Cornerstone 1926, Dunkin’ Donuts, Holloway Commons, Philbrook Café, Philbrook Hall, UNH Dairy Bar, Union Court, Wildcatessen, Zeke’s, and campus vending machines.
  - c. Dining Dollars are valid during the academic year of purchase only. The remaining balance from Fall semester will carry over to Spring semester but will expire at the end of meal service in May. Unused Dining Dollars are non-refundable.
11. **Specific Nutrition Concerns or Medically Restricted Diets.** Students should meet with the registered dietitian and executive chef to review options for dining hall accommodations. It is the responsibility of the student with food allergies or other specified nutrition concerns to make the final judgment on whether to question the ingredients of a food item or to choose to eat the foods selected. UNH Dining works closely with [UNH Student Accessibility Services \(SAS\)](#) to provide reasonable accommodations within the dining facilities for students with permanent or temporary disabilities. Any exceptions to the meal plan requirement must be requested and approved through [Student Accessibility Services \(SAS\)](#) or the [Civil Rights & Equity Office](#) in conjunction with the Executive Director of Hospitality and Campus Services.

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## Signature

\_\_\_\_\_  
Signature (Student)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date of Birth (MM/DD/YYYY)

All students under the age of 18 must have a parent or legal guardian, who is 18 years or older, sign the Room & Board Agreement on their behalf.

\_\_\_\_\_  
Signature (Parent / Legal Guardian)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date of Birth (MM/DD/YYYY)