Account Name: University of Virginia

COVID-19 Dining 101

What are my options for dining at UVA this Fall?

View our Hours of Operation page for real time updates.

- **Dining Rooms** (Fresh Food Co., O’Hill, Runk) will be all-you-care-to-take
- **Restaurants and Cafes** will have meal exchange or flex dollar options
- **Food Trucks** will be available throughout Grounds
- **Convenience Stores** will be open throughout Grounds with assorted snacks, drinks, and grab n’ go items.
- **UVA Dine at Home** to preorder through GrubHub and use a swipe for a ready-to-eat take home meal
- **Good Uncle** is a new delivery service available on Grounds. More information can be found [here](#).
- **Continued Delivery** from Papa Johns and Ming Dynasty

How will dining services be different?

Due to COVID-19, the following model will be adopted for the fall semester and is subject to change throughout Fall 2020 depending on guidelines from the State of Virginia, University of Virginia, and the CDC. Follow us on social media @uvadining or check this page for live updates.

- Fresh Food Co., O’Hill, and Runk will have a reduced seating capacity
- All meals will be served in compostable containers as to-go due to safety standards
- Additional locations will be available on GrubHub for preorder and pickup
- Some locations may have modified hours of operation or may be closed for the semester. More information can be found on our Hours of Operation page.
- **Meal Exchange** options will be subject to change throughout the semester.

How will my meal plan function?

All information on using a meal plan can be found on our Meal Plan 101 page.

I’m a first-year student. Do I have to have a dining plan this year?

First-year students living on-Grounds are required to have a meal plan. Even during these challenging times, it is still important for first-year students as they acclimate to college life to be able to meet and interact with other students outside of the classroom. Dining on grounds provides that opportunity. In addition, the rooms in the first-year residence halls do not have sufficient cooking capabilities.
What types of foods will Dining be serving? Will there be vegetarian and vegan options?

Dining will be offering a variety of meal choices throughout the day, both hot and cold items and will always offer vegetarian, vegan and Allergen-Solution (all "Big 8" allergens and gluten) options. You can view our Locations & Menus page for more information by specific location. You can view our Health & Wellness page for more information on special diets.

Do I need to wear a face mask in dining locations?

Yes, as per university policy we ask that guests wear a mask until seated and ready to eat.

What should I expect upon entering a dining location?

Please have patience and plan on slightly longer wait times during busy meal periods.

Instructional Signage
Sanitizing Stations
Stanchions
Designated waiting areas
Plexiglas dividers between staff and students
Modified one-way traffic flows
Contactless payment
Increased sanitation measures (CDC, Aramark, University of Virginia, and Virginia Department of Health guidelines)

How do I decide which plan will work best for me?

We have new plans this semester that allow for customization. You can always upgrade your plan or add more Flex dollars at any time. We suggest looking at the weekly average number of meals you will need and find a plan that aligns with your needs. If you need additional help picking a plan, please contact our office and we would be happy to assist you in making a decision!

Will billing change since the semester will be ending at Thanksgiving? What if I have unused swipes and flex?

Billing will occur as normal, once in the fall and once in the spring, as dining plans are annual contracts.

All Access: Unused Flex Dollars will roll over to the spring semester but must be used by the end of the Spring 2021 semester.
Block Plans: Unused swipes and Flex Dollars will roll over to the spring semester but must be used by the end of the Spring 2021 semester.

Unused meals from fall do not roll over to spring if a dining plan is reduced at any time. Unused Flex Dollars and unused meals are forfeited immediately upon dining plan cancellation.

If I get sick and must return home, will my dining plan fee be partially reimbursed?

Per university policy, if a student withdraws from the University and has a meal plan, they will receive a partial refund that takes into consideration the period of time that they have been at the University and an adjustment for fixed operating costs. View our Terms & Conditions page for more information.

I have more questions!

Please don’t hesitate to reach out to us. We would be more than happy to help!

Email: dining@virginia.edu
Phone: 434-982-5140

Quick Dining Check List:

- Review Meal Plan 101
- Review FAQ page
- Review the COVID-19 UVA Dine 101 page
- Review Terms & Conditions page
- Sign up for your meal plan
- Download the GrubHub app and connect your UVA email to use your meal plan
- Favorite our Hours of Operation page for quick reference
- Follow us @uvadining for updates