Carolina Dining Services FAQ's

1. When can I sign up for my Fall Meal Plan?
   - The fall portion of your 2020-21 Meal Plan will be available for sign up this summer. Follow us on Twitter (CDSatUNC) for updates on when meal plan sign-ups will become available.

2. Should I sign up for my meal plan now or wait?
   - Due to the nature of planning this year we recommend waiting to sign up until after you attend orientation and move into August. This will ensure you can select the best meal plan for you as we get closer to the start of the semester.

3. I just bought my Meal Plan but haven’t paid the bill yet. Can I still use it when my Meal Plan starts?
   - Yes! It takes roughly 3 days for the cashier’s office to process the transaction, but once it starts as soon as you purchase a Meal Plan, you can start swiping away!

4. Can I carry over my unused meals to the next semester?
   - Nope, sorry. All Meal Swipes and PLUS Swipes expire at the end of the semester. Your Flex, however, does roll over from semester to semester as long as you are enrolled at UNC for the next semester.

5. Can I change my meal plan for the spring semester?
   - Yep! You can change the spring portion of your meal plan starting mid-October until early January – just go online or to the UNC One Card Office. When you change your meal plan, your original meal plan is refunded to you on a pro-rated basis. The Meal Plan you choose to change to is billed in full. Confused about Meal Plan changes? Call us at 1.800.UNC.MEAL, we’ll walk you through it!

6. Can I treat my friend to a meal on my plan?
   - In response to COVID-19, all meal plans are for the meal plan recipient only and non-transferable to assist in social distancing efforts.

7. What do I do if my Flex runs low?
   - It’s easy – reload online! You can also contact the UNC One Card Office directly (919.962.8024 | onecard@unc.edu) if you have any problems loading more Flex onto your account.
8. **How can I track how many meals I use?**
   - You can track your meal plan securely online by clicking “Manage My Account” and logging in using your ONYEN and password. For PLUS Swipes, an email with your current balance will be sent out every Monday. Remember, PLUS Swipes are a part of your total swipes!

9. **Are there healthy options available?**
   - Yes – our registered dietitian makes sure the dining halls offer a variety of healthy and nutritious options to help you live a healthy life. Each dining hall has its own vegan station and full-sized salad bars. If you’ve got allergy or dietary concerns, contact us and our registered dietitian will answer your questions!

10. **Can I use my meal plan for delivery?**
    - Yes! Over 30 local restaurants will deliver to any on-campus residence through Carolina Dining Services and Takeout Central. You may use your Flex or Carolina Convenience accounts for purchases. Check out Takeout Central!

We also have a partnership with Brenz pizza, Wings over Chapel Hill, and the Carrboro Domino’s Pizza to deliver you some delicious meals! Read more at: https://dining.unc.edu/on-campus-delivery/