



Frequently Asked Questions

What can I do with VIP meal exchange?

This new program allows you to use your PBA ID to swipe in at Chick-Fil-A or Jack's Market instead of the dining hall. We added this option based on your feedback!

Where and when can I use my meal exchange?

- Chick-fil-A: during dinner from 4:30 pm – 8 pm Monday through Thursday or 4:30 pm – 6 pm on Friday.
- Jack's Market: Open to close.
- *VIP Meal Exchange options are not available on Saturday or Sunday.*
- *VIP Meal Exchange can only be used once per day, Monday-Friday at the above-mentioned locations.*

What does one "meal" consist of under the VIP meal exchange?

At Chick-fil-A, choose from one of the following:

- Regular sandwich, medium fries, and medium drink
- 8-count nuggets, medium fries, and medium drink
- 8-count grilled nuggets, medium fries, and medium drink

At Jack's Market, choose from one of the following 'Grab and Go' Field Of Greens options:

- Field Of Greens Vegan or Not Vegan wrap, chips and a bottle of water
- Field Of Greens Vegan or Not Vegan salad, and a bottle of water

How do my flex dollars work?

At the beginning of the semester, your flex dollars are loaded onto your PBA ID card for you to spend. As you make purchases, they are deducted from the balance. As a safety precaution, no one other than the PBA ID card owner may use the card. Treat your PBA ID card as you would a credit card. Flex dollars can be used at any of the dining locations on the main campus and at the RAC.

How and when do my flex dollars and swipes roll over from semester to semester?

For students with meal plans in the fall and spring semesters, unused Flex dollars roll over from the fall into the spring, and they expire at the end of the spring semester. For students who have meal plans in the fall but who will not have them in the spring, for example because they are graduating in December or participating in Study Abroad, it's important to use all flex dollars by the end of the fall semester. *Meal swipes are good for one semester only and expire at the end of each semester.*

When do I forfeit flex dollars and swipes for the year?

All flex dollars expire at the end of the spring semester. Meal swipes are good for one semester only, and expire at the end of each semester.

Who is eligible for each meal plan?

All freshmen through senior on-campus residents living in Baxter, Johnson, Oceanview, Pembroke, Rinker, and Weyenberg Halls are required to purchase either an All Access 7 Meal Plan or a Weekly 19 Meal Plan, and can upgrade to either VIP Meal plan at any time.

Students residing in Watson, Coastal and Arkona are required to purchase at least a Block 75 with Meal Kit Plan (\$240 voucher) or higher. *Please note that after the first week of the semester, the Block 75 with Meal Kit Plan cannot be changed because of the accompanying \$240 voucher.*

Malverne residents and Commuters are required but not limited to the Commuter Flex Plan option and may upgrade to any of the available meal plans. Malverne residents and commuters will be assigned the Commuter Flex Plan if a meal plan is not selected.

Do I have to pick a meal plan?

All traditional undergraduate students, both residential and commuter are required to pick a meal plan.

If I am a residential student, how do I adjust my meal plan?

Start by logging on to the housing portal, then select the Meal Plan tab, then select dining plans, and then pick the correct terms (Fall 2023) and adjust your plan. *Remember to save the transaction.* You have until the census date (add/drop) of the fall semester on the academic calendar to update your plan. After that date, your plan will lock in for the fall semester. The same applies for the spring semester.

If I am a commuter student, how do I upgrade my meal plan?

Contact Student Accounts at student_accounts@pba.edu or call (561)803-2152 to speak to a student accounts representative.

Why do I have to pick a meal plan?

A meal plan unlocks delicious meals, coffee, snacks, and more, at all dining locations across campus. Your meal plan includes meal swipes and/or flex dollars, conveniently loaded onto your PBA Student ID card. This eliminates the need to use other cards or cash.

Why can't I cancel my meal plan?

Meal plans are designed to provide access to nutritious meals throughout your time at PBA. Because college schedules can be unpredictable and sometimes overwhelming, having a meal plan provides flexibility that allows worry free savings by purchasing meals in advance at a discounted rate versus the door rate.

How can Sailfish Dining meet my dietary needs?

Sailfish Dining has several resources available to the PBA community, most notably at the True Balance Station in the Fraser Dining Hall. True Balance was designed to address the growing population with dietary restrictions and to support those who struggle with the top nine allergens in the United States. The True Balance Station specializes in preparing items without the use of *gluten, soy, tree nuts, pine nuts, eggs, dairy, sesame, finfish and shellfish* and operates with an independent kitchen devoted to preventing cross contamination.

Who can I talk to about my dietary needs?

If your personal dietary needs extend beyond the realm of our True Balance Station, or you would like further professional assistance to determine what meal plan best suits your needs, please set up a consultation with our Sailfish Dining Registered Dietician, by reaching out to sailfishdining@pba.edu and requesting an appointment. Our team will arrange for a video consultation at a time that is convenient for you. Should you need to further customize your dining options to address your specific dietary restrictions, please register with the Office of Academic and Accessibility Resources (OAAR) at academic_support@pba.edu or (561)803-2063. Remember to contact this office as early as possible so they can guide you through the process of acquiring the necessary

supporting documentation. Once successfully registered, the next step is to arrange an in-person meeting with the Sailfish Dining team, by reaching out to sailfishdining@pba.edu to ensure your requirements are being met.