Hurricane Florence Meal Plan Credit
FAQs

What did the email say that was sent out to students that received the meal plan credit?

Subject: Hurricane Florence Credit Now Available

The CCU Food Crew will be loading a $115 Dining Dollar credit onto the CINO Cards of all students who had active Unlimited and Basic 21 Meal Plans at the time of the Hurricane Florence evacuation, with the exception of those who evacuated with the University to Clemson.

This credit is being issued because students with non-block meal plans were unable to utilize their meal swipes that were allocated for the time the University was closed under the mandatory evacuation.

These funds are available for use in any of the food service locations on CCU’s campus. This credit will expire on May 10, 2019. These funds are nontransferable and cannot be used to purchase gift cards.

What is the Hurricane Florence – Credit on my CINO Card account for?

The “Hurricane Florence – Credit” on your CINO Card account is a credit for students who had active Unlimited and Basic 21 Meal Plans at the time of the Hurricane Florence evacuation. The credit is giving those students a credit for their allocated meal swipes that they were unable to use due to the University’s closure.

Why are the Unlimited and Basic 21 plans the only ones that get the credit?

The Unlimited and Basic 21 plans are the only plans that have a specific number of meal swipes per week that expire at week’s end. All other plans are block plans that give the student the opportunity to use all of their swipes throughout the entire semester.

Did the students that evacuated with University Housing get the credit?

No. Students that evacuated with University Housing to Clemson University were still utilizing their meal plans by eating meals at Clemson.

Why are students with Teal, Bronze, 80, 50, and 30 Block Plans not eligible?

Students with block plans have the opportunity to use all their meal swipes throughout the entire semester and do not lose any unused meal swipes at the end of every week.

How was the meal plan credit determined?

The University’s contracted food service provider, Aramark, worked with the University to provide the meal plan credit to the eligible students. Meal plan type, the number of days the University was closed, the number of scheduled make up days, expenses that are not affected by closures that still have to be paid, and contractual obligations were all factored in to determine the meal plan credit.

When will the credit be added to the CINO Card?

The credit was applied to the eligible student’s CINO Cards on Tuesday, Oct. 9 at 3 p.m.

Why can’t I see the funds on the CINO Card website where I check my meal plan status?

The funds are loaded to all the eligible student’s CINO Card and the website now reflects the information. Unfortunately, due to a programing issue there was a longer than expected delay for the credit to show up on the CINO Card website.
Who should I contact if I have additional questions?

If you have additional questions please contact the Auxiliary Enterprises office at 843-349-6482.