

# FREQUENTLY ASKED QUESTIONS

## WHAT DO I DO IF I HAVE DIETARY RESTRICTIONS?

If you have food allergies or other special dietary needs due to a medical condition, please contact Siena College health services at 518-783-2554. Siena Fresh is committed to accommodating your health related dietary needs. Also contact our Registered Dietitian, Janna Neitzel at 518-783-2513.

## CAN I SWIPE A GUEST?

Meal plans come with 2 guests swipes at the beginning of each semester. After those swipes are used you can use Bonus Dollars on the card or pay with cash for guest meals. Credit cards are also accepted at Lonnstrom for meals.

## DO DINING DOLLARS ROLL OVER?

Dining Dollars roll over from the fall semester into the Spring semester. However they do not roll over from the spring semester into the fall semester.

## HOW DO I PROVIDE FEEDBACK TO SIENA FRESH?

Please fill out a comment card at any of our locations. The manager of the location replies to all comment cards within 48 hours. Please visit [aviserves.com/sienafresh](http://aviserves.com/sienafresh) to submit feedback online.

## WHEN ARE THE MEAL PERIOD TIME FRAMES?

Breakfast hours are 7:30 AM - 11:00 AM, lunch hours are 11:00 AM- 4:00 PM, dinner hours are 4:00 PM - 9:00 PM and late night hours are 9:00 PM - 12:00 AM.

## WHAT'S THE DIFFERENCE BETWEEN DINING DOLLARS AND MEAL SWIPES?

Each meal plan has a specified amount of Dining Dollars that can be used at all of our retail locations & dining halls. Meal Swipes can be used at all of our dining halls whenever they are open. Meal Swipes can also be used at certain retail locations across campus during specified hours.

## AM I ABLE TO PLACE CUSTOM ORDERS BEFORE I COME TO A DINING HALL?

Custom orders are available to students who have food allergies and preferences. You can organize and coordinate these meals by contacting our Registered Dietitian at 518-783-2513.

## HOW DOES THE ULTIMATE DINING + \$75 BONUS DOLLARS WORK?

The Ultimate Plan has unlimited Meal Swipes at our Residential Dining Halls, Massry & Lonnstrom, during regular operating hours.

