



Card Terms & Conditions

1. Flatiron Meal Plan Account

To activate the Flatiron Meal Plan Card, the cardholder must make full payment on the purchased meal plan. Making any deposit into your Flatiron Meal Plan account means the cardholder accepts all Terms & Conditions set forth in this document. The Flatiron Meal Plan Corporation is not responsible for the preparation or quality of the products being served by participating restaurants. The Flatiron Meal Plan Corporation is not responsible or liable for damages incurred by the cardholder while using the Flatiron Meal Plan Card. The Flatiron Meal Plan card is the property of The Flatiron Meal Plan Corporation and must be returned to the issuer upon request. The Flatiron Meal Plan Card of the authorized cardholder must be presented before ordering a sale item. The cardholder must sign the receipt as record for the sale. The Flatiron Meal Plan Corporation is not responsible for lost or stolen cards. In the event of an overdrawn negative account balance The Flatiron Meal Plan Corporation reserves the right to collect on the negative account balance by charging the credit card of record or billing the cardholder's home address of record. The cardholder authorizes The Flatiron Meal Plan Corporation to collect on all negative account balances and debts due or owing from The Flatiron Meal Plan Card by charging the credit card of record or billing the home address of the cardholder. All Flatiron Meal Plan accounts are subject to a one-time \$10.00 enrollment fee. All administrative fees will be deducted from the cardholder account. Restaurants are subject to change without notice. The Flatiron Meal Plan Corporation is not responsible for any gratuities due or owing to the participating restaurants. Gratuity for delivery and service staff is the full responsibility of the cardholder and is not included in the meal plan purchase price.

2. Account Deposits

Deposits may be made to your Flatiron Meal Plan through the following methods:

- 1) Via The Flatiron Meal Plan web site at <http://www.flatironmealplan.com> using a credit card
- 2) Over the phone (303-415-0067, 1-866-632-5756), during regular office hours, using a credit card
- 3) By mail, using a check or money order sent to: The Flatiron Meal Plan, 1310 College Ave, STE 475, Boulder, CO 80302
- 4) In the office, located at 1310 College Avenue, STE 475, Boulder, CO 80302, using check, money order, or credit card, during normal business hours
- 5) Any check presented for payment to The Flatiron Meal Plan that is returned for any reason will result in a \$25.00 fee to the cardholder

3. Lost/Stolen Cards

Lost or stolen cards may be reported online at <http://www.flatironmealplan.com>, or by phone, during normal office hours, at (303) 415 0067. The cardholder may be responsible for all unauthorized charges made to their Flatiron Meal Plan account until The Flatiron Meal Plan has been notified of the loss or theft of their Flatiron Meal Plan card. In the event of a lost or stolen card, an administrative fee of \$7 will be collected before issuance of the new card.

4. Transaction Disputes

Cardholder agrees to work to resolve all disputes regarding Flatiron Meal Plan transactions directly with the merchant at which the transaction in question occurred. Cardholder agrees to receive any refund for items purchased with their Flatiron Meal Plan as credit to their Flatiron Meal Plan account in place of cash.

5. Cancellation

All meal plan purchases are guaranteed: If within 30 days of activating the Flatiron Meal Plan the cardholder is not satisfied with the service, the full remaining account balance will be refunded. Notification of the refund must be received on or before the 30th day to be honored. Promotional meal plan dollars, including, but not limited to, referral bonuses and bonus dollars, are non-refundable. After the initial 30 day full refund period, cardholders may receive a refund of their remaining Flatiron Meal Plan account balance minus a \$25.00 cancellation fee. All refund requests must be submitted in writing to:

The Flatiron Meal Plan
1310 College Ave, STE 475
Boulder, CO 80302

Refunds will be paid by check, mailed to your mailing address on file unless a specific address is provided with the refund request. We are not responsible for lost or misdirected mail, or for your failure to notify us of a change of address, or for your failure to arrange mail forwarding with the United States Postal Service. If a credit card was used to add value to the Flatiron Meal Plan, the refund can be posted to the same credit card if:

1. the add value was performed within the last 6 months and
2. refund amount is less than last add value transaction.

Any Flatiron Meal Plan account that has not been used or re-loaded for eighteen (18) consecutive months will be considered inactive, and may be charged a \$10/month inactivity fee.

6. Restrictions

The Flatiron Meal Plan may not be used to purchase alcoholic beverages.

7. Changes in Terms and Conditions

The Flatiron Meal Plan reserves the right to change the terms and conditions set forth in this document. Any such change will be effective immediately and will apply to all cardholders. The Flatiron Meal Plan will notify cardholders of any changes to these terms and conditions by e-mail or by posting the changes to The Flatiron Meal Plan web site.