

# Meal Plan Guide

## What does my meal plan include and how can I use it?

**Meal Swipes** give you access to the all-you-care-to-eat Market Bar inside the Terrace Dining Pavilion.

**Meal Exchanges** can be used to purchase to-go meals at Urban Kitchen, FoodLab, and CleanPlate.

**Guest Meals** can be used to treat friends and family to a meal inside the market bar. You can also use guest meals gain access to the market bar if you have run out of mela swipes.

**Dining Bucks** can be used at all Bothell Dining locations, including to pay the door rate for all-you-care-to-eat access in the Terrace Dining Pavilion, as well as dollar for dollar at the POD Market, Quad Market and both of our cafes – Gold Brew and Village Café. The other locations include Urban Kitchen, FoodLab, and Clean Plate.

## Meal Plan FAQs

### Do I need a meal Plan to eat at Terrace Dining Pavilion?

- No, all locations accept debit or credit card in addition to meal card or husky card. You can also buy an entry ticket to the market bar at the kiosks on the 2<sup>nd</sup> floor.

### Why doesn't my husky card work?

- Your husky card will not work unless you have purchased a meal plan or have added dining bucks to your account. It may take a day for your meal plan to activate.

### How can I purchase a meal plan?

- To purchase a meal plan please, visit our website: [bothelldining.campusdish.com](http://bothelldining.campusdish.com). Then use the meal plan page to checkout with whatever meal plan you feel fits (you can also use our recommendation tool).

### Who can enter the all-you-care-to eat area?

- The AYCE area is open to anyone with a meal plan and anyone who purchases an entry ticket at the kiosks.

### **How do I use my guest passes?**

- To use your guest passes, visit the kiosk and select “Urban kitchen (meal plan only)” then select “guest entry”, hit pay using “guest pass +”, and then swipe your husky card or meal card. This will print a ticket that your guest can show to the to-go window attendant, and they will hand them a guest card to swipe in.

### **Will I be charged a second time if I leave Urban Kitchen / Market Bar and go to the bathroom?**

- If you leave and come back during the same meal period, you will not be charged more than once.

### **Is it possible to see what the dining hall is serving before checking in-person?**

- Yes, on our website, under locations and menus, you can check what each location is serving for each meal period. This will also have the hours of each location.

### **How can I view the menu today for each location?**

- Visit our [website](#) and select the location you would like to know the menu for and then scroll down and choose which meal period you are looking for.

## **Grubhub**

### **Why use Grubhub?**

- Grubhub allows you to order ahead so all you must do is pick up your meal. This ensures you don't have to take time out of your busy schedule through the process of ordering in person and then waiting for your food. Grubhub lets you know how long the wait will be for your order and tells you exactly when it is ready. No need to wait in line – order on your time.

### **Where can I use Grubhub?**

- You can use Grubhub at Urban Kitchen for express meals, at the Drop for late night meals, at FoodLab and Clean Plate, and at Gold Brew and Village Cafe for drinks and bakery items.

### **Can I use my meal exchanges on the Grubhub app?**

- Meal exchanges can only be used at the Grubhub kiosk in Terrace Dining Pavilion.

### **How do I use the Grub hub app to order at Terrace Dining Pavilion?**

1. To get started make sure you have the Grubhub mobile app downloaded
2. If you are prompted to select affiliate with UW Bothell and skip to step 6
3. Click Account in the bottom right corner
4. Click Campus dining -> Find your campus
5. Select University of Washington Bothell -> add affiliation
6. Select your class, student and/or faculty options
7. Select add card
8. Login to NetID
9. Verify email by selecting verify email address
10. In Account select payment -> husky card -> then verify active balance of dining bucks and/or meals
11. Choose where you would like to place your order
12. Add to card
13. Checkout and select husky card/meal plan as payment

### **Grubhub Kiosks**

How do I order to-go meals from the drop, Urban Kitchen Express, Clean Plate, and FoodLab using the kiosks?

1. Hit touch to start
2. Select “Urban Kitchen Express (meal plan only)” or each location’s equivalent
3. Add the items you would like to your cart
4. Hit Checkout
5. Continue to payment select meal exchange as method of payment
6. Swipe your meal card or husky card on the reader

**Note:** You may only order ONE meal with a meal exchange. Your order will not be processed if you attempt to order more than one.

### **How do I use one of my guest passes at the kiosks to give my guest access to the market bar and urban kitchen?**

1. Hit touch to start
2. Select Urban Kitchen Express (meal plan only)
3. Select guest entry
4. Hit checkout
5. Select pay with “guess pass +”

6. Submit
7. Receipt will be printed for guest to hand to window attendant for guest card to swipe in.

**Dining Map:** [Copy of Updated dining map & Meal Plan info](#)

## Stay connected

Follow us on Instagram and Facebook [@Bothelldining](#).

Visit our website: [University of Washington Bothell Dining Services - University of Washington Bothell](#)

Email us: [bothelldining@aramark.com](mailto:bothelldining@aramark.com)

## VOC

### What is VOC?

Our real-time consumer feedback platform. It empowers guests to tell us how satisfied they are with our operation and offerings. VOC generates feedback through a short survey of questions designed on a 5-point scale regarding overall satisfaction, quality, service, health, convenience, and customization. It is the best way for our team to see what is working well and to identify and address any areas of opportunity.

### What do we do with this data?

The Bothell Dining team is committed to taking feedback to heart and incorporating it into daily services. VOC stats are reviewed daily and are addressed directly whenever possible. "

Visit the link below to give us your feedback

[https://aramark.co1.qualtrics.com/jfe/form/SV\\_2lYWQkyTM76z8q2?CLIENT\\_FAMILY\\_CODE=CF0000453](https://aramark.co1.qualtrics.com/jfe/form/SV_2lYWQkyTM76z8q2?CLIENT_FAMILY_CODE=CF0000453)