SPRING 2021
DINING2YOU FAQS

If your order was cancelled and you received a notification in the app it was cancelled, it is probably because:

- You ordered after the time frame to place an order.
- You ordered after the time frame to place an order, and someone was already assigned to your residence.
- You ordered after the time frame to place an order, but the order was not processed.

If it is after the delivery windows and I still don't have my meal, what should I do?

- Contact Tufts Dining. We can most likely still provide a meal to you.
- Contact Tufts Dining's Dining2You in the mobile app. Follow the instructions on how to get a meal.

I have dietary restrictions/allergies, can I still be accommodated with the delivery program?

- Our meals accommodate dietary preferences, food allergies, and intolerances. Please indicate any allergies/others I can avoid while ordering where indicated on the Mobile App (in the Room Number & Allergen Info section).
- Please contact TufftsDining@Tufts.edu for assistance.

If I am going into close contact quarantine/isolation in my own residence, how do I set up food deliveries?

- Go onto Dining2YOU on the Tufts Dining mobile app. The app will guide you through how to order your meals. Follow the instructions on how to get a meal.

I don't have a meal plan. Can I still get meals while in quarantine/isolation or will I only receive food purchased with my Jumbo Cash?

- Please place all orders within the delivery windows (before 11:00am for brunch and before 5:00pm for dinner). For students in MODS, meals are delivered just inside the main entrance of the MOD and labeled.
- Meals are delivered twice daily. Brunch meals generally arrive between 11am and 12:30pm. Dinner meals generally arrive between 5pm and 6:30pm.
- Please contact Tufts Dining for assistance before 7pm.
- For students in MODS, meals are delivered just inside the main entrance of the MOD and labeled.
- Meals are delivered twice daily. Brunch meals generally arrive between 11am and 12:30pm. Dinner meals generally arrive between 5pm and 6:30pm.
- Please contact Tufts Dining for assistance before 7pm.

When do I get my meals delivered?

- Order between 12:00am–5:00pm and dinner will be delivered between 5–5:30 for Dinner.
- Order between 12:00am–11:00am and brunch will be delivered between 11am–12:30pm for Brunch.
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I'm not feeling well or have been injured, may I use the Dining2YOU delivery program?

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- Please contact Tufts Dining for assistance before 7pm.

Where is my food? My food order said it was completed.

- If someone in your residence has listed you as a close contact, you may need to use the Dining2YOU mobile app. Follow the instructions on how to get a meal.
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- You ordered after the time frame to place an order, and someone was already assigned to your residence.
- You ordered after the time frame to place an order, but the order was not processed.

I'm staying in the MODS, where will my food be delivered to?

- Meals are delivered twice daily. Brunch is delivered between 11am–12:30pm. Dinner is delivered from 5-5:30pm.
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I can't find my residence listed as a delivery location on the app, what should I do?

- Our meals accommodate dietary preferences, food allergies, and intolerances. Please indicate any allergies/others I can avoid while ordering where indicated on the Mobile App (in the Room Number & Allergen Info section).
- Please contact Tufts Dining for assistance.

I can't find my residence listed as a delivery location on the app, what should I do?

- Our meals accommodate dietary preferences, food allergies, and intolerances. Please indicate any allergies/others I can avoid while ordering where indicated on the Mobile App (in the Room Number & Allergen Info section).
- Please contact Tufts Dining for assistance.

How do I set up food deliveries?

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