It is after the delivery windows and I still don’t have my meal, what should I do?

Don’t worry. Please contact Dining2YOU@Tufts.edu for assistance. There are snacks and waters in the delivery flights in case you would like to make arrangements for refreshments until your meal arrives.

Ordering is same day. Go onto Dining2YOU on the Tufts Dining mobile app. The App will guide you through how to order your meals from our convenient meal delivery program. Follow the prompts in the app to choose your meal. Make sure you stay in your room during the delivery time frames to receive your meal. Your meal will be delivered to your residence according to the delivery time frame you select (Brunch 11:00am-12:30pm or Dinner 5:00pm-6:30pm). Meals are delivered twice daily. Brunch is delivered between 11am-12:30pm. Dinner is delivered from 5:00pm-6:30pm. Delivery times may be adjusted due to increased volume or inclement weather. Delivery in your residence will occur between 10:30am-12:30pm and 4:30pm-6:30pm. Meals for Sick Students

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

For students in MODs, meals are delivered just inside the main entrance of the MOD and labeled. Please note your MOD and the name of your suite. Once it is delivered, the food delivery staff will ring your doorbell and leave your meal inside the main entrance of your MOD. Meals for Sick Students

If it is after the time frame to place an order, what can I do to receive a meal?

Don’t worry. You can still order any time between 12:00am-5:00pm for breakfast or between 12:00am-11:00am for lunch. Breakfast Meals generally arrive between 8:00am–10:00am; lunch orders are delivered by 11:00am. If you don’t receive your meal by 11:00am, please reach out to Dining2YOU@Tufts.edu to let us know. Order between 12:00am–11:00am

You can still order between 12:00am-5:00pm for dinner or between 12:00am-11:00am for lunch. Breakfast Meals generally arrive between 8:00am–10:00am; lunch orders are delivered by 11:00am. If you don’t receive your meal by 11:00am, please reach out to Dining2YOU@Tufts.edu to let us know. Order between 12:00am–11:00am

Your order is missing items/items are incorrect, what should I do?

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Until you are contacted and asked to go into quarantine/isolation you will not be eligible to use the Dining2YOU delivery program. You must remain in your room and follow all health and safety guidelines. You can use the mobile device to order meals for you. Once you are contacted, Dining2YOU@Tufts.edu will confirm your order and have someone bring you meals.

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 or dietary restrictions in the comments when you order your meal. We will try our best to accommodate your needs. If you have specific questions, The Tufts Dining nutritionist, Kelly Shaw is available to guide you through the ordering/menu process. She can be reached at meals@tufts.edu. If you have more questions, please contact Dining2YOU@Tufts.edu.

I'm not feeling well or have been injured, may I use the Dining2YOU delivery program?

I'm not feeling well or have been injured, may I use the Dining2YOU delivery program?

Meals for Sick Students

I'm getting a notification that my order keeps being cancelled and refunded, what do I do?

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I must test negative 24 hours after getting tested for COVID-19. After that I'm allowed to use the Dining2YOU delivery program? How do I order?

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

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

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

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