



Meal Service and Billing Policy

as of September 20, 2026

Service Plans and Rates

Our home-delivered meal service is available on weekdays only and during the mid-day delivery window for the client's assigned route. Our service week starts on Monday and ends on Friday. We provide two (2) meals, one (1) hot meal and one (1) cold meal, on each delivery day.

During program enrollment, clients who choose a 1, 2, 3, or 4 delivery day service plan will select a recurring weekly schedule for deliveries (e.g., Monday, Tuesday, and Friday for a 3-day plan). Clients may request changes to their recurring weekly schedule or one-time changes for a specific week. See the “**Changing delivery schedules**” section below for conditions.

Monthly Service Plans	Monthly Rate
5 delivery days (10 meals) per week	\$200
4 delivery days (8 meals) per week	\$160
3 delivery days (6 meals) per week	\$120
2 delivery days (4 meals) per week	\$80
1 delivery day (2 meals) per week	\$40

Two-Week Service Plan	Rate Per Period
Up to 10 delivery days (20 meals) in a span of 10 consecutive weekdays with service <i>This plan may be renewed but not paused.</i>	\$100



Billing Policies

Billing in Advance of Service. Payment is collected in advance of service for the following calendar month or two-week period. When a new client starts a monthly service plan after the first calendar day of the month, an advance payment prorated for the remainder of the current month is collected.

Accepted Payment Methods. We accept payment by:

- check (printed or electronic)
- debit card
- credit card
- cash

Monthly Service Plan Billing and Due Date. Payment for monthly service plans is due on the 20th of the month. Clients who have authorized recurring monthly electronic payments will have their payment method on file charged on the 20th of each month for the following month's service.

Two-Week Service Plan Billing and Due Date. Payment is due three (3) business days prior to the start of service for the initial two-week period and three (3) business days prior to any subsequent renewals. Clients may provide an electronic payment method to be charged when renewing the plan.

Failed or Declined Payments. If a payment is declined or returned, our team will contact the client and/or designated representative to resolve the issue. Service may be suspended if a successful payment is not made within three (3) business days of the payment due date.



Suspension of Service for Nonpayment. A client's service will be suspended if payment is not received at least three (3) business days before the first calendar day of the month or two-week period of service.

Changing Your Service Plan. You may change service plans to increase or decrease your total number of delivery days each week. We must receive your request at least seven (7) calendar days before the desired effective date of your service plan change.

If you decrease your delivery days per week, your new monthly rate will be reflected in your next billing cycle. This change will not result in a credit or refund for services already paid for under your current plan.

If you wish to increase your delivery days per week before the end of the current billing cycle, we will collect an additional one-time payment based on deliveries added to your service in the current billing cycle. Your new monthly rate will be reflected in your next billing cycle.

Pausing Service. If you will not need meal service for an indefinite or extended period (3 or more scheduled delivery days), please request that we pause your service. We will also pause billing for future periods until your service resumes. A service pause applies to future deliveries and billing and does not result in a credit or refund for payments already processed.

If you have paused service indefinitely, please contact us promptly when you know the date you'd like resume service. Restarting your deliveries can take up to three (3) service days once you've notified us.



Canceling Service. You may cancel service at any time by contacting us at **(301) 434-1922**. Cancelations must be requested three (3) or more business days BEFORE your next billing date. Service will continue through the end of the month or two-week period you have already paid for, unless declined by the client. Payments are not prorated or refunded for unused delivery days.

Special Circumstances. Credits or refunds may be provided for billing errors, extended service interruptions, or other special circumstances at the sole discretion of Meals on Wheels.

Service and Delivery Policies

Meal Deliveries. The client or a designated contact, such as a family member, caregiver, neighbor, or building manager, must receive each delivery. We cannot leave meals unattended.

We currently have two mid-day delivery windows: 11 AM to 12:30 PM; and 12 PM to 2 PM. Clients are assigned a delivery window based on the route serving their address.

Canceling a Scheduled Delivery. Please give us at least 48 hours' notice if you do not want to receive a scheduled delivery. Requests with less notice will be accommodated when possible.

Canceling a scheduled delivery does not affect your service plan or rate, extend the dates of a Two-Week Service Plan, or result in a credit or refund.

Changing Delivery Schedules. Clients enrolled in a 1, 2, 3, or 4 delivery day service plan may:



- **Change the recurring weekly schedule.** You may request a change to your recurring weekly schedule of delivery days once per billing cycle. We must receive your request at least seven (7) calendar days before the desired effective date of your updated schedule.
- **Make a one-time change to delivery days for a specific week.** You may request that we move scheduled delivery days within the same service week (Monday-Friday). We must receive your request at least seven (7) calendar days before the delivery date you wish to move. This change will affect your delivery schedule for the specified week only.

Closures for Weather or Unexpected Reasons. In the case of severe weather or another unexpected situation, meal deliveries may be delayed or canceled. We will communicate any decision to close or delay operations by 7:00 AM through a banner on our website and an update to our outgoing phone greeting.

We provide clients with shelf-stable meals in their welcome kits and on other occasions and encourage them to keep food on hand for use during unscheduled closures. Unscheduled closures do not result in a credit or refund.

Holiday Closures. We do not deliver meals on holidays observed by Meals on Wheels. A calendar of scheduled holiday closures for the current year can be viewed on our website at: <https://www.mowtakoma.org/services/holiday-calendar>

We also send clients written reminders in advance of each holiday closure.

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