

University card FAQs

Q: What is my university card used for?

Your university card is a quick, easy and safe way to buy food and drink from our catering outlets on campus as a cashless purchasing card. It's also your access card to university buildings.

Q: How much is the discount?

Students are not required to pay VAT for certain items, saving approximately 20%. If you are in catered halls, you will receive 50% discount in the dining halls. Some products don't qualify for the discount. These are pre-prepared food and drinks such as snack bars, bottles of cold drinks, chilled desserts, some cakes & biscuits, cereals, chocolate, sweets, Bubble Tea and items purchased in Kimiko. Campus Value meals are also excluded.

Q: I'm resident in Founder's or Reid – what is my discount?

If you are resident in a 'catered-pay-as-you-go' hall (Founder's or Reid) you will receive a 20% VAT discount. On top of this, you are entitled to a further subsidy on the food purchases you make in the designated dining halls of around 50%. For example, instead of paying £3.60 for a lasagne, you will only pay £1.50.

Q: How do I put money on my university card?

The simplest way is to register online <https://www.upay.co.uk/app/>. Enter the affiliate ID ROYALHOLLOWAY. Then enter Student ID or Card ID on the bottom of your University card and follow the on screen instructions. You can use the website or download the app.

Q: How do I top up my account and how much can I top-up?

Once you have registered online, you can set your top-up in three different ways:

- PAYG Top-Up

Pay as you go Top-Up is the conventional way of topping up your account. Just go to the main account menu and click "Top-Up". You can top up any amount between £10 and £100.

- Auto Top-Up

This is an optional feature that tops-up your account when you hit a pre-set minimum amount, so that you never run out of money on your account.

To sign up for Auto Top-Ups, click the 'Auto Top-Up' tab from the account menu and choose the 'Auto Top-Up' option. You will then be asked to set a minimum auto top-up trigger amount. Once you have set your trigger amount, you will then need to set up your revalue amount. This is the amount that your account is topped-up by. Please choose from the amounts listed or enter a different value via the 'Other' button.

- Quick Top-Up

This is an alternative option to auto top-ups. When your account reaches a pre-set minimum amount you will receive an email to let you know. This email will contain a link that will take you straight to the top-up process.

The minimum trigger amounts and revalue amounts follow the same structure as auto top-ups. When signing up for "Quick Top-Up" you will need to set your minimum trigger amount. Please choose from one of the options presented or enter a different value via the "Other" button.

Q: Where can I use my university card on food and drink purchases?

Your university card can be used at the following catering outlets:

- Founder's Dining Hall
- Crosslands
- Boilerhouse Café
- The Hub Dining Hall
- Café on the Square

Q: How do I use my phone to make contactless payments for food and drink on campus?

Firstly, you need to register online <https://www.upay.co.uk/app/> and follow the instructions. Once you have registered, you can download the Upay App to your phone and then scan your phone at the till to pay at the outlets on campus.

Q: What happens if I leave the university?

Please close your Upay Account from <https://www.upay.co.uk/app/> >>Account Management >> Close Account. The Upay refund policy allows refunds on account closures up to a £20 limit. If your balance is over the refund limit you will be refunded the amount up to the limit if you proceed. Your remaining balance will be left available for you to spend.

Q: How do I see what has been spent on my card?

You can access statements by going to your main account menu and clicking on 'Statements'. On the statements screen, you will see a drop-down menu which will give you the option to review your expenditure in different time views. The standard statement view is set to the last 30 days.

The plus icon on the right-hand side of the statement expands the statement to show your transaction details, while the minus icon shrinks the statement to show basic transactional details.

If you have downloaded the Upay App, you will be able to see your balance on your phone. Alternatively, you can email RCSCControlOffice@rhul.ac.uk to email your statement.

Contact Us

Email us at catering@royalholloway.ac.uk if you have a question that isn't covered above.