

Student ID Card Policy



Introduction

Your Student ID Card identifies you as a student of Royal Holloway, University of London. It acts as proof of your identity on campus and allows you to access a range of university facilities and services including the Library, Sports Centre (if you are a member), IT Services and the Students' Union. The expiry date on the card will be the date you are expected to complete your course at the time we issue your card.

Conditions of Use

As a Student ID Card holder, you are expected to:

1. Always carry your card with you when you are on university premises.
2. Present your Student ID Card on request to university staff. You will be asked to present your card when accessing a range of facilities and when attending in-person examinations.
3. Use your card responsibly. The card is unique to you and is non-transferrable. You should never allow anyone else to borrow or use your Student ID Card.
4. Only have one card. If you lose your card and get a replacement and then find your old card, you will need to hand-in the old card to the Student Services Centre.

Please note that the card remains the property of Royal Holloway, University of London always.

If you find a Student ID Card please return it to the [Student Services Centre in the Emily Wilding Davison Building](#). Outside of our opening hours, please take it to the Security team in Founder's East.

Campus Account

Your Student ID Card will also give you access to your Campus Account via a system called Upay. When your Account is in credit, you will be able to pay for purchases in most of the dining halls, cafes, bars and shops on campus with your Student ID Card. Your Campus Account offers a number of benefits which are listed [here](#).

Please see the following terms and conditions of the Campus Account:

1. The Campus Account is only available to students, staff and contractors of Royal Holloway, University of London.
2. Royal Holloway, University of London is not liable for any financial loss incurred prior to a card being reported lost or stolen.
3. The Campus Account is strictly non-transferable and may not be used by other people.
4. Sufficient funds must be in place before a purchase can be made from the Campus Account.
5. The Campus Account may be used in all catering/retail outlets managed by Commercial Services.

Card Replacement

If you need a replacement card, please read the relevant option below:

Expired cards

If your Student ID Card has expired, a replacement card will be issued free of charge. As part of the replacement card process, you will be asked for evidence that your current card has expired before a free replacement is issued to you.

Faulty Card

If you have a faulty card, a replacement card will be issued free of charge. As part of the replacement card process, you will be asked for evidence that your current card is faulty before a free replacement is issued to you.

Stolen cards

If you have been a victim of crime and have had your Student ID Card stolen, a replacement card will be issued free of charge if you provide a police crime reference number.

Damaged cards

If your Student ID Card is damaged because of reasonable wear and tear, a replacement card will be issued free of charge. As part of the replacement card process, you will be asked for evidence that your current card is damaged before a free replacement is issued to you.

Please note we reserve the right to charge £10 for the replacement if your card has been wilfully damaged.

Lost cards

If you lose your Student ID Card, there is a £10 charge to issue a replacement. Please note, once purchased, a Student ID Card is non-refundable, even if you find the original.

Change of Name

If you've submitted a change of name request and your name has been updated on your student record, a replacement Student ID Card will be issued to you free of charge in your new name.

Student ID Card Photo

You are required to provide a photo for your Student ID Card. The photo you provide must meet the technical appearance requirements specified in the [Photo Selection Guide](#).

Guidance on appearance requirements include:

- A recent passport style photo of your head and shoulders which represents a true likeness of you.
- There should be no coverings obscuring your face, unless worn for religious beliefs or medical reasons. Glasses are permitted.
- The photo should be taken against a plain white or light-coloured background.
- Please ensure that your photo is not too light or dark, your face must be fully visible and there should be no glare or shadows in your photo.

All photos are subject to approval before being used on the Student ID Card.

Once your image is approved, your photo will be stored in Campus Connect and staff will be able to view your photo for identification purposes. As per the University data retention policy photos are stored for 7 years after a student's departure.

If you request to change your photo once your card has been issued, you will be charged a fee of £10 to re-print your Student ID Card. If during your studies, your appearance changes significantly we will not charge a fee to re-print your card.

Guidance on the *Niqab* (Face-Veil)

If a physical facial identity verification is required of a female Muslim student who chooses to don a Niqab (Face-Veil) then it will be conducted by a female staff member with sensitivity and respect.

Once it has been established and communicated to the student the reason for the request and their permission has been sought the verification will be conducted in a private room.

It is of paramount importance that such measures remain unbiased, authentic and established. Therefore, we aim to ensure that such requests are not used to create an environment of suspicion, policing, or discrimination.

Interrupting your Studies or Withdrawing from University

If you interrupt your studies, you should retain your Student ID card for use when you return. Once you have resumed your studies you can replace your Student ID Card shortly before it expires as per the replacement card process.

If you withdraw from the University, your Student ID Card will be deactivated and will no longer work.

Further Information

If you have any other questions about your Student ID Card please contact the [Student Services Centre](#).