

Royal Holloway Meal Packages Card – Terms & Conditions

1. Introduction & Contract Formation

- 1.1 These Terms & Conditions govern the purchase and use of Royal Holloway's Meal Packages Card and related meal packages ("Meal Plans") available via the Royal Holloway Online Store and redeemed through UPay. By purchasing or using a Meal Plan, you agree to these Terms & Conditions and to Royal Holloway's wider institutional regulations, fee policies and conduct expectations.
- 1.2 The contract is between Royal Holloway, University of London ("RHUL", "we", "us") and the student purchaser/beneficiary ("you", "student", "user").
- 1.3 For distance purchases made through RHUL's online store, your statutory rights under applicable UK consumer legislation remain unaffected.

2. Key Definitions

- 2.1 "Meal Plan": a pre-paid allowance of meals per week during term time, tied to the plan type (Bronze/Silver/Gold).
- 2.2 "Meal": one main course plus up to two sides (served dine-in or takeaway where offered).
- 2.3 "Service Periods": lunch and dinner windows published by RHUL; current examples are provided in Appendix A (subject to change).
- 2.4 "Participating Outlets": RHUL outlets where Meal Plans can be redeemed; see the Food & Drink [website](#).

3. Eligibility & Account

- 3.1 Meal Plans may be purchased by or for any RHUL student (commuting, catered or self-catered halls, or private accommodation).
- 3.2 Students must maintain an active UPay account in their own name to redeem meals. Packages are typically added to UPay accounts by the end of the next working day following purchase; purchases made Friday–Sunday are added by the end of the following Monday.
- 3.3 ID Requirement. You must present your RHUL Student ID or UPay digital ID at each redemption; service may be refused if ID is not shown at the till.
- 3.4 Meal Plans and the associated UPay entitlements are non-transferable.

4. Plan Types & Weekly Entitlements

4.1. Plans refresh weekly at 23:59 every Sunday. Entitlements do not roll over

4.2 Meal Package plans available are:

Annual : 21/09/2026 to 12/06/2027

Termly : 21/09/2026 to 11/12/2026

11/01/2027 to 25/03/2027

Monthly: 20/09/2026 to 17/11/2026

18/10/2026 to 14/11/2026

15/11/2026 to 12/12/2026

13/12/2026 to 09/01/2027

10/01/2027 to 06/02/2027

07/02/2027 to 06/03/2027

07/03/2027 to 03/04/2027

04/04/2027 to 24/04/2027

25/04/2027 to 22/05/2027

23/05/2027 to 12/06/2027

Long and Short Term Plans

Annual and Termly Plans are classed as Long Term Plans, Monthly Plans are classed as Short Term Plans

4.3 Weekly entitlements :

Bronze: 3 meals per week

Silver: 5 meals per week

Gold: 7 meals per week

A Meal is 1 main dish and 2 sides

5. Validity, Terms & Service Windows

5.1. Meal Plans are valid in term-time Only. Meal Plans are valid only during official RHUL term dates and exclude bank holidays, University closure days, and vacation periods.

5.2. Start/End. Your Meal Plan starts on the published go-live date and ends on the final day of the applicable term window.

- 5.3. Service Windows. Meals may be redeemed only during published service periods; RHUL may vary times/outlets and will publish updates online and/or at outlet entrances.

6. Participating Outlets, Menus & Availability

- 6.1. A current list of participating outlets and opening hours is maintained on the [RHUL Food & Drink channels](#) and may change during the year (e.g., operational needs, maintenance, events).
- 6.2. RHUL may temporarily suspend or relocate service at one or more outlets (e.g., due to maintenance, refurbishment, events, safety, staff capacity, or any other reason) at any time and without prior notice.
- 6.3. Menus & Menu Changes. Menus and allergen data are published on RHUL channels and are subject to change

7. Meal Redemption Rules

- 7.1. One Meal = one redemption from your weekly allowance.
- 7.2. Meal Periods. Meal redemptions are tied to service periods (e.g., lunch, dinner). The hours of these service periods are published on RHUL channels.
- 7.3. Takeaway. Where takeaway options exist, standard meal definitions and limits apply.
- 7.4. ID Check. Tills may require ID/UPay scan per redemption; service can be refused without valid ID
- 7.5. Out-of-Hours. Redemptions outside service windows are not permitted.
- 7.6. No Rollover. Unused meals do not roll over to future days/weeks.

8. Activation & Use

- 8.1. Activation timing. Following purchase, allowances are added by end of next working day; purchases Fri–Sun activate by end of Monday.
- 8.2. At Till. Present Student ID / UPay code; the system deducts one meal from your remaining weekly allocation.
- 8.3. Technical Issues. If UPay is temporarily unavailable, RHUL may record usage manually and reconcile later.

9. Payment, Pricing

- 9.1. Payment in full is due at the point of purchase unless RHUL expressly offers instalments
- 9.2. Pricing changes do not affect completed orders (a sector norm to protect completed transactions).

10. Top-Ups & Extras

- 10.1. You may top up your Student ID/UPay with additional funds for use at RHUL outlets (e.g., George Elliot or Hub Receptions or app), subject to availability.
- 10.2. Top-up funds are non-transferable, intended for on-campus use, and may carry separate expiry or refund conditions published at point of top-up.

11. Allergen & Dietary Information

- 11.1. If you have allergies or specific dietary needs, you must contact the catering team before ordering or speak to an outlet manager at the counter. Recipes may be subject to unplanned changes so even if you have eaten an item previously, you must make sure that you check it each time you visit an outlet.
- 11.2. Our kitchens handle many allergens including the 14 allergens specified by EU regulations. We do not declare every ingredient used within a dish on our menus; and despite adhering to best practice, cross contamination through shared equipment or work space may occur and no item can be guaranteed 100% allergen free. The catering operation cannot use the “free-from” declaration except on wrapped, sealed products. Always check current information at the point of service on every dining visit.
- 11.3. RHUL aims to offer daily vegetarian and gluten-free options, in line with sector norms of providing inclusive choices.

12. Refunds, Cancellations & Withdrawals

- 12.1. Cooling-off/consumer rights. Where applicable to distance sales, statutory cancellation rights apply; details are provided during online checkout.
- 12.2. After Start of Service. Once a Meal Plan has started, refunds are not normally issued for partially used plans, except where required by law or where RHUL determines exceptional circumstances (for example, but not limited to, student withdrawal from study on medical grounds).
- 12.3. Pro-Rata Refunds (long packages only). For long-duration plans, at its sole discretion RHUL may refund the unused remainder from the date a validated request is approved (administration fees may apply).
- 12.4. Evidence. RHUL may require supporting documentation (e.g., withdrawal confirmation, medical evidence) for exceptional refunds.
- 12.5. 1-month short packages may be non-refundable once activated, as published at point of sale.
- 12.6. How to request. Submit refund/cancellation requests to the Catering Team via the contact information at the foot of this document. RHUL will respond with next steps and evidence requirements.

13. Conduct & Misuse

- 13.1. Meal Plans and UPay access are for the named student only; resale, sharing or unauthorised use is prohibited.
- 13.2. RHUL may suspend or remove meal privileges and/or take disciplinary action for misuse or breach of these Terms, consistent with RHUL regulations.
- 13.3. Aggressive, unsafe or disruptive behaviour in catering spaces may result in service refusal and further action under RHUL conduct procedures.

14. Operational Changes & Force Majeure

- 14.1. RHUL may vary menus, ingredients, outlet participation, service windows, and preparation methods to reflect supply, operational needs or safety requirements, with notices placed online and/or on site.
- 14.2. RHUL is not liable for delays or non-performance caused by events beyond reasonable control (e.g., power failure, extreme weather, public health measures, industrial action). Where feasible, RHUL will publish contingency arrangements online.

15. Data Protection & Communications

- 15.1. RHUL processes personal data in accordance with its privacy notices.
- 15.2. 15.2. RHUL will send you transactional communications necessary for the administration of your Meal Plan (including activation, resets and service updates). Marketing communications are optional, require separate consent, and can be withdrawn at any time without affecting the provision of your Meal Plan.

16. Complaints & Escalation

- 16.1. Please raise issues promptly with outlet managers or the Catering Team so we can resolve them quickly.
- 16.2. If not resolved, you may use RHUL's student complaints process.

17. Changes to These Terms

- 17.1. RHUL may update these Terms to reflect legal, regulatory, or operational changes or to adopt sector best practice; updated Terms will be published on RHUL platforms and take effect on the stated date. Continued use after that date constitutes acceptance.

18. Governing Law & Jurisdiction

- 18.1. These Terms and any dispute or claim arising out of or in connection with them shall be governed and construed in accordance with the law of England and Wales..

19. Contact Information

Royal Holloway Catering Team

Email: catering@rhul.ac.uk | Tel: +44 (0)1784 434 455

Address: Royal Holloway, University of London, Egham, Surrey, TW20 0EX

Appendix A — Current Example Service Times (subject to change)

Lunch: The Hub, Monday–Friday, 11:30–14:30

Dinner: Founders Kitchen (Mon–Fri, 18:00–20:00) and The Hub (weekends, 18:00–20:00)

(These examples reflect current published times and may vary by term.)