

# College Card Policy



## Introduction

Your College 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.

## Conditions of Use

When starting a new programme of study at Royal Holloway you will be issued with a College Card on completion of all three stages of College enrolment:

1. Online Sign-Up
2. Tuition Fee Payment
3. Identity Check

The expiry date on the card will be the anticipated end date for your programme of study at the time of issue.

As a College Card holder you are expected to:

1. Carry your card with you at all times when you are on University premises.
2. Present your College Card on request to University staff. You will be asked to present your College Card when accessing a range of facilities and also to gain entry into formal 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 College 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 at all times.

If you find a College Card on campus please hand it immediately to the [Student Services Centre](#). Outside of opening hours, please hand it to the Security team in Founder's East.

If you have lost your card or it has been stolen it is important that you report it straightway to the Student Services Centre. We can then apply a temporary block on your card until you find it or get a replacement.

## Campus Account

Your College Card will also give you access to your Campus Account. When your Account is in credit, you will be able to pay for purchases in the many dining halls, cafes, bars and shops on campus with your College Card. Your Campus Account works in much the same way as a MAESTRO or Visa Delta account and offers a number of benefits including:

1. All students automatically save paying the VAT (20 per cent) on most food and hot drinks bought in College run outlets with their Campus Account.

2. You can top up online through **UpayChilli** or at any of the automatic Top-up Points across campus.
3. There is a 'Campus Account Fast Track' till at The Store on Campus for those paying by College Card.
4. You can set up a link between your Campus Account and bank account, making budgeting and checks on spending really easy and, have ready access to your money on campus.
5. We provide a £2 overdraft on all Campus Accounts. This means if you spend a little too much or have forgotten to top up, you can still get your savings.
6. For every pound you spend in a transaction, we'll give you a loyalty point which can be cashed in once you have amassed a minimum of 100 points (each loyalty point is equivalent to 1 pence) saving you even more.
7. Using your Campus Account is a lot more secure than cash. Your College Card carries a photograph of you, which decreases the likelihood of it being used fraudulently.

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/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 Campus Services.

## **Card Replacement**

In the event that you need a replacement card please read the relevant option below:

### **Expired cards**

If your card has expired please bring the card to the Student Services Centre and we will replace it, free of charge, while you wait.

### **Lost or Stolen cards**

We know things don't always go to plan so we offer one free replacement if your card is lost or stolen during your programme of study. Visit us in the Student Services Centre with another form of identification (bank card, driving licence or passport) and we will be able to issue you with a replacement, while you wait.

Once you have had your free replacement, if your card is lost or stolen again you will be charged a fee of £10 for every future replacement. You will need to pay the £10 fee online via the Online Store before visiting the Student Services Centre to collect your new card. You should bring another form of identification (bank card, driving licence or passport) when you go to collect your new card.

### **Damaged cards**

If your card is damaged as a result of reasonable wear and tear, please bring the card to the Student Services Centre and we will replace it, free of charge, while you wait.

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

## **College Card Photo**

You are required to provide a photo for your College Card. The photo can be provided in one of two ways:

1. Before starting a programme of study you will be given the opportunity to upload a passport sized photo via the Enrolment tab in the student portal Campus Connect. Please note photos are subject to approval before being used on the College Card.
2. If you cannot upload a photo in advance your photo will be taken on the day that you complete College enrolment.

If you request to change your photo after you have submitted a photo or had your photo taken at Enrolment, you will be charged a fee of £10 to re-print your College Card. If during your programme of study your appearance changes significantly we will not charge a fee to re-print your College Card.

### **Interruption of Studies or Withdrawal**

If a student interrupts their study they should retain their College card for use on their return. Once they have resumed their studies they can replace their College Card shortly before it expires as per the Card Replacement process.

If a student withdraws from the University he/she must hand their College Card back to the Student Services Centre prior to leaving the University.

### **Further Information**

If you have any other questions about your College Card please contact the Student Services Centre, e-mail: [student-enquiries@royalholloway.ac.uk](mailto:student-enquiries@royalholloway.ac.uk) or telephone 01784 276641.

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