

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 return it to the [Student Services Centre](#). Outside of opening hours, please return 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 you will need to return it to the Student Services Centre, we will replace it free of charge.

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.

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.

Damaged cards

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

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. 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. Photos must be the requirements specified in the [Photo Selection Guide](#), all photos are subject to approval before being used on the College Card.

If you request to change your photo after you have submitted a photo 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 they must return their College Card 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](#).