

College Card FAQs

Q: Is there a loyalty scheme to enable me to collect points if I pay using my College Card?

Yes. 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 1p) saving you even more.

Q: How can I redeem my loyalty points?

To redeem the loyalty points on your card, contact RCS Control Office by email RCSControlOffice@rhul.ac.uk.

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

If you have [registered online](#), you can 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 from a minimum of £5 up to any other amount you wish.

- 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: Can I use my College Card as soon as I have topped it up?

Yes, as soon as you have topped up online, your funds will be available to use.

Q: Where can I use my College Card to save the current VAT amount on food and drink purchases?

Your College Card can be used at the following catering outlets:

- Founder's Dining Hall
- Crosslands
- Boilerhouse Café
- The Hub
- Imagine
- Little café on the Square
- Café on the Square
- KW's

Q: How much is the discount?

The discount for all students is 5% VAT up to 30 Sep 21, 12.5% VAT Oct 21 – Mar 22 and 20% VAT thereafter, because you are not required to pay the VAT.

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

If you are resident in a 'catered-pay-as-you-go' hall (Founder's, Reid or Kingswood) you will receive the 5% VAT up to 30 Sep 21, 12.5% VAT Oct 21 – Mar 22 and 20% VAT thereafter saving. 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: Do I get a discount on all food and drink across campus?

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, gravy, some cakes & biscuits, cereals, chocolate, sweets and Bubble Tea. Campus Value meals are also excluded

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

Firstly, you need to register [online](#) and follow the instructions in the "Activating my Account" section on the [College Card intranet page](#). Once you have registered, you can download the app to your phone and then scan your phone at the till to pay for products.

Q: What if I don't have enough funds in my account?

Should you have insufficient funds in your account to settle a transaction you will have a one-off overspend allowance of up to £2 in order to complete the transaction. This facility is only available once after which your account must be topped up.

Q: I have an issue with my Upay account, who can I contact?

Please email RCSControloffice@rhul.ac.uk who will be able to assist.

Q: What happens when I leave university?

Any unspent funds will be refunded back to you when you leave university. If the amount is less than £20, you can request a refund through the [Upay website](#). If it is more than £20, please email RCSControloffice@rhul.ac.uk for a refund. Refunds of more than £10 will be made by bank transfer.

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 app, you can see your balance on your phone.

Q: What happens if I lose my College Card?

You must report your card as lost/stolen to the Student Services. [Please see here for more information.](#)

Q: If I am living in catered accommodation, do I require a separate card?

No, your College Card can be used in every outlet. If you are a catered student (residents of Founder's, Reid or Kingswood), you will receive an additional 50% off most food and drink purchased in Founder's Dining Hall, KW's or The Hub (on Saturdays only when Founder's Dining Hall is closed).

Contact Us

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