



FLEX Catering Package

Terms and Conditions 2021/2022

The University will operate the Flex Catering Package from the following outlets:

Rutherford Dining Hall, Bag It, Origins, Mungo's, Dolche Vita, Hut 8, Create, Gulbenkian Café, The Street Kitchen, Sports Café, K-Bar, Sibson Café. We reserve the right to reduce or increase the number of outlets, and substitute one outlet for another.

Calculations for the Flex Catering Package:

7 days a week (Monday – Sunday) x £10 allowance per day x 31 term-time weeks with a 50% discount applied = **a discounted price of £1100** (the full price would be £2200). Holders of the catering package are entitled to food and drink to the value of £10 each day, but will have only paid a discounted price of £5.

Please note that your KentOne card or fob will be credited daily with two £5 tokens to make up the allowance of £10. If expenditure is below £5 when a purchase is made, the second £5 credit will still be available for use until the end of the same day.

Food and drink is available during the following times:

	Weekdays	Weekends
Rutherford Dining Hall	<i>Lunch 12:00 – 14:00 Dinner 17:00 – 20:00 Wok Bar 12:00 – 20:00</i>	<i>Brunch 08:30 – 14:00 Dinner 17:00 – 20:00</i>
Bag It	08:30 – 16:00	Closed
Origins	12:00 - 21:00	15:00 - 21:00
Mungo's	<i>Breakfast 09:00 – 11:30 Full menu 12:00 – 21:00</i>	Closed
Dolche Vita	Lunch 12:00 – 16:00	Closed
Hut 8	12:00 – 22:00	12:00 – 22:00
Create	08:30 – 16:00	Closed
Gulbenkian Café	10:00 – 16.30	Closed
The Street Kitchen	11:00 – 15:00	Closed
Sports Café	09:00 – 16:00	Closed
K-Bar	11:00 – 00:00	12:00 – 00:00
Sibson Café	<i>Sandwiches, drinks and snacks available 08:30 – 17:00 Full menu 11:30 – 14:30</i>	Closed

Opening hours are indicative only and are subject to change. For latest updates please see www.kent.ac.uk/catering/

Catering package credits entitle the user to a minimum of one meal a day for every day of the academic year, including weekends. The 2021/2022 Flex Catering Package is valid on the dates highlighted below. Days marked in gold may have changes to opening hours. We will endeavour to provide notice of changes 5 days prior to these dates. Please see our website for more details: www.kent.ac.uk/catering

September 2021							October 2021							November 2021							December 2021							January 2022									
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S			
			1	2	3	4	5					1	2	3	1	2	3	4	5	6	7				1	2	3	4	5							1	2
6	7	8	9	10	11	12	4	5	6	7	8	9	10	8	9	10	11	12	13	14	6	7	8	9	10	11	12	3	4	5	6	7	8	9			
13	14	15	16	17	18	19	11	12	13	14	15	16	17	15	16	17	18	19	20	21	13	14	15	16	17	18	19	10	11	12	13	14	15	16			
20	21	22	23	24	25	26	18	19	20	21	22	23	24	22	23	24	25	26	27	28	20	21	22	23	24	25	26	17	18	19	20	21	22	23			
27	28	29	30				25	26	27	28	29	30	31	29	30						27	28	29	30	31			24	25	26	27	28	29	30			
																												31									

February 2022							March 2022							April 2022							May 2022							June 2022												
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S						
			1	2	3	4	5	6				1	2	3	4	5	6					1	2	3							1					1	2	3	4	5
7	8	9	10	11	12	13	7	8	9	10	11	12	13	4	5	6	7	8	9	10	2	3	4	5	6	7	8	6	7	8	9	10	11	12						
14	15	16	17	18	19	20	14	15	16	17	18	19	20	11	12	13	14	15	16	17	9	10	11	12	13	14	15	13	14	15	16	17	18	19						
21	22	23	24	25	26	27	21	22	23	24	25	26	27	18	19	20	21	22	23	24	16	17	18	19	20	21	22	20	21	22	23	24	25	26						
28							28	29	30	31				25	26	27	28	29	30	23	24	25	26	27	28	29	27	28	29	30										
																					30	31																		

- If your card doesn't work, please contact our Accounts Supervisor (01227 827434) or email kentone@kent.ac.uk to have your card activated.
- Please do not purchase the Flex Catering Package if you live in Rutherford College or Eliot College accommodation, as the package is included in your accommodation fees.
- Any changes to opening hours during term time will be published on the University's catering website (www.kent.ac.uk/catering), social media, and on notices posted in the catering outlets wherever possible.
- Catering package credits are added to your KentOne card or fob, which must be presented at meal times.
- The value of missed meals cannot be refunded, transferred or rolled over to another day. The University will not refund the cash total of missed credits if you buy the Flex Catering Package after Saturday 18 September 2021 and consequently miss meals allocated in the package after this date.
- The value shown on the card cannot be exchanged for cash/change.
- The KentOne card and fob remains the property of the University at all times.
- Lost cards should be reported to our KentOne team using the online portal SymPay. Once reported, the lost card will be blocked for all future use. Replacement cards will be issued at the last known balance (as per system records) and a non-refundable administration fee of £15 will be charged for the new card.

- Lost fobs should be reported to your College Reception. Once reported, the lost fob will be blocked for all future use. Replacement fobs will be issued with the last known balance (as per system records). There is a non-refundable £25 charge for a replacement fob.
- The University is not responsible for losses incurred on lost or stolen cards.
- The KentOne cards and fobs are non-transferrable and only the registered card/fob holder can use them. Flex Catering Package holders are liable to compensate losses due to fraudulent use.
- The University is not responsible or in breach of service by being unable to provide meal services in any catering outlet due to force majeure or any other unforeseen circumstances beyond the University's control. In these situations, the University will not refund the value of lost meals. Wherever practicable, meals will be provided in another unaffected outlet, however this cannot be guaranteed.

For further information, please visit <https://www.kent.ac.uk/catering/flex-catering-package>