



Flex Catering Package

Terms and Conditions 2022/2033

Please read these Terms and Conditions fully and carefully before purchasing the Flex Catering Package.

The cost of the Flex Catering Package explained

The Flex Catering Package costs **£1,320** for the whole academic year.

It is designed to be used every day of the week (Monday - Sunday) during term time. In total, that is **220 days**.

Students with a Flex Catering Package receive an allowance of **£12 a day to spend on food and drink**.

If you multiply £12 by 220 days, you'll notice this comes to £2,640. However, we apply a **50% discount**, so you only pay £1,320.

Put simply - pay £6 per day, get £12 to spend!

The maths simplified:

£12 allowance x 220 days = £2,640

(Apply 50% discount)

Total: £1,320

Please note: If you live in Rutherford or Eliot College accommodation, please do not purchase the Flex Catering Package, as it is already included in your accommodation fees.

How to use the Flex Catering Package

You will receive an allowance of **£12 a day to spend on food and drink**. This allowance can be used in any of the 12 participating restaurants, bars, and cafés on campus.

The £12 allowance is **split into two £6 tokens** which can be used separately (for two smaller meals), or at the same time (for one larger, more substantial meal). This gives you the freedom to choose whatever you want to eat, whenever you want to eat it.

The £12 Flex allowance renews each day. **Any unused balance from the previous day cannot be refunded or carried over to the next.**

The Flex Catering Package is **loaded automatically onto your KentOne card** (student ID card). When purchasing a meal, simply tap your KentOne card on the reader at the till, and your allowance will be deducted.

Each £6 token can only be used once, so be sure to make the most out of each token. For example, if your lunch costs £5.00, why not add a £1 snack to enjoy later?

If you wish to use your £6 tokens separately (for two smaller meals), you need to make sure the cost of the first meal does not exceed £6. Otherwise, money will be deducted from the second £6 token, and that token will become 'used'. Once a token has been used, it cannot be used again. For example, if you purchase a dish which costs £6.25, £6.00 will be deducted from the first token, and £0.25 will be deducted from the second token. Both tokens will become used.

To ensure your second £6 token is kept intact for use later in the day, you can either spend within your £6 token budget, or pay any remaining difference using an alternative payment method (debit/credit card, Apple Pay, etc.). For example, if your meal costs £6.25, please ask your server to use one £6.00 Flex token and to pay the remaining £0.25 difference using an alternative payment method (credit/debit card etc.). This will leave your second £6 token untouched for use later in the day.

Likewise, if any dish costs more than £12, you will need to pay the remaining difference yourself.

Please note: Kent is a cashless campus; we are unable to accept banknotes and coins. The token value shown on your KentOne card cannot be exchanged for cash/change.

Where to use the Flex Catering Package

The University of Kent will operate the Flex Catering Package in the following outlets:

- Hut 8 (Turing College)
- Rutherford Dining Hall (Rutherford College)
- Bag It (Rutherford College)
- Origins (Darwin College)
- Mungo's (Eliot College)
- Create (Marlowe)
- K-Bar (Keynes College)
- The Street Kitchen (The Plaza)
- Sibson Café (Sibson)
- Dolce Vita (Keynes College)
- Gulbenkian Café (Gulbenkian Arts Centre)
- The Sports Café (Sports Centre)

From time to time, you may also have the opportunity to use your Flex tokens at special events and pop-up food stalls.

We reserve the right to reduce or increase the number of outlets, and substitute one outlet for another.

Food or drink is available during the following times:

	Weekdays	Weekends
Rutherford Dining Hall	Lunch 12:00 – 14:00 Dinner 17:00 – 20:00 Wok Bar 12:00 – 20:00	Brunch 08:30 – 14:00 Dinner 17:00 – 20:00 Wok Bar 15:00 – 20:00
Bag It	08:00 – 16:00	Closed
Origins	Monday – Friday 16:00 – 23:30 Food available 16:00 – 21:30	Saturday 16:00 – 23:30 Food available 16:00 – 21:30 Sunday Closed
Mungo's	09:00 – 21:00	Closed
Dolche Vita	08:30 – 17:00	Closed
Hut 8	12:00 – 22:00	17:00 – 22:00
Create	08:30 – 15:00	Closed
Gulbenkian Café	08:00 – 17:00	Closed
The Street Kitchen	11:30 – 14:30	Closed
Sports Café	08:30 – 15:00	Closed
K-Bar	11:00 – 00:00 Thursday 11:00 – 01:00	12:00 – 00:00
Sibson Café	Sandwiches, drinks and snacks available 09:00 – 15:30 Full menu 11:30 – 14:00	Closed

Opening hours are indicative only and are subject to change. Any changes to opening hours during term time will be published on the University's catering website (kent.ac.uk/catering), social media, and on notice boards in the catering outlets wherever possible.

Please note: When using the Flex Catering Package, you must present your KentOne card to your server at every mealtime.

When to use the Flex Catering Package

The Flex Catering Package only works **during term time** and **excludes the winter, spring, and summer vacation**.

The 2022/2023 Flex Catering Package is valid on the dates marked in dark grey and gold on the calendar 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.

September 2022	October 2022	November 2022	December 2022	January 2023
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	1 2	1 2 3 4 5 6	1 2 3 4	1
5 6 7 8 9 10 11	3 4 5 6 7 8 9	7 8 9 10 11 12 13	5 6 7 8 9 10 11	2 3 4 5 6 7 8
12 13 14 15 16 17 18	10 11 12 13 14 15 16	14 15 16 17 18 19 20	12 13 14 15 16 17 18	9 10 11 12 13 14 15
19 20 21 22 23 24 25	17 18 19 20 21 22 23	21 22 23 24 25 26 27	19 20 21 22 23 24 25	16 17 18 19 20 21 22
26 27 28 29 30	24 25 26 27 28 29 30	28 29 30	26 27 28 29 30 31	23 24 25 26 27 28 29
	31			30 31

February 2023	March 2023	April 2023	May 2023	June 2023
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 4 5	1 2	1 2 3 4 5 6 7	1 2 3 4
6 7 8 9 10 11 12	6 7 8 9 10 11 12	3 4 5 6 7 8 9	8 9 10 11 12 13 14	5 6 7 8 9 10 11
13 14 15 16 17 18 19	13 14 15 16 17 18 19	10 11 12 13 14 15 16	15 16 17 18 19 20 21	12 13 14 15 16 17 18
20 21 22 23 24 25 26	20 21 22 23 24 25 26	17 18 19 20 21 22 23	22 23 24 25 26 27 28	19 20 21 22 23 24 25
27 28	27 28 29 30 31	24 25 26 27 28 29 30	29 30 31	26 27 28 29 30

Lost KentOne cards and key fobs

KentOne cards and key fobs remain the property of the University at all times.

Lost cards should be reported to kentone@kent.ac.uk. 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 by lost or stolen cards/fobs.

Flex Catering Package holders are liable to compensate losses due to fraudulent use.

KentOne cards and fobs are non-transferrable and only the registered card/fob holder can use them.

Flex Catering Package refunds

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 tokens if you buy the Flex Catering Package after **Saturday 17 September 2022**, or any subsequent missed tokens after this date.

You may cancel your Flex Catering Package at any time within the 14-day cooling-off period. During the 14 days, you can cancel for any reason and get your money back for any unused tokens. Your cooling-off period begins the day after you start using the Flex Catering Package.

Cancellations after the 14-day cooling-off period will be at the discretion of the Head of Trading.

To exercise your right of cancellation, you must give written notice to us at catering@kent.ac.uk

Refunds will be processed via the same method used by you to purchase the Flex Catering Package.

Please note: The University is not responsible or in breach of service if 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 practical, meals will be provided in another unaffected outlet, however this cannot be guaranteed.

Problems with your Flex Catering Package

If your KentOne card doesn't work, or you're having issues with the Flex Catering Package, please contact our Accounts Analyst on **01227 827434** or email kentone@kent.ac.uk.

If you have any further questions, please contact the Catering Team

Email: catering@kent.ac.uk
Tel: 01227 827164