



Flex Meal Plan

Terms and Conditions 2023/2024

Please read these Terms and Conditions fully and carefully before purchasing the Flex Meal Plan.

The cost of the Annual Flex Meal Plan explained

The Flex Meal Plan 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 Meal Plan 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.

In other words - 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 be aware the Flex Meal Plan **does not** include the Winter, Spring, and Summer Vacation. This is because many students are off campus during these intervals.

Please note: If you live in Rutherford College, Becket Court, Keynes College, or Eliot College accommodation, please remember the Flex Meal Plan is already included in your accommodation fees. However, there's nothing stopping you from having two Flex Meal Plans if you wish, you will simply double your daily allowance.

How to use the Flex Meal Plan

You will receive an allowance of **£12 a day to spend on food and drink**. This allowance can be used in any of the 7 participating restaurants, bars, and cafés on campus.

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

You can spend your £12 daily allowance as and when you like throughout the day. Once you've spent your £12, you will not have any funds until the next day.

The Flex Meal Plan is loaded automatically onto your **KentOne student ID card** (if you have purchased the Flex Meal Plan separate to your accommodation) or **key fob** (if the Flex Meal Plan is included in your accommodation). When purchasing a meal, simply tap your student ID card/key fob on the reader at the till, and your allowance will be deducted.

If a meal 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. Students can purchase goods using debit/credit card, Google Pay, Apple Pay, KentOne card credit, etc.

Where to use the Flex Meal Plan

The University of Kent will operate the Flex Meal Plan in the following outlets:

- **Hut 8** (Turing College)
- **Rutherford Dining Hall** (Rutherford College)
- **Mungo's** (Eliot College)
- **K-Bar** (Keynes College)
- **Sibson Café** (Sibson)
- **Dolche Vita** (Keynes College)
- **Gulbenkian Arts Centre Café** (Gulbenkian Arts Centre)

From time to time, you will also have the opportunity to use your Flex allowance at street food vans, pop-up food stalls, and special events managed by the University of Kent. Customers will be notified of these opportunities via email and/or social media.

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

Opening hours for each outlet can be found on the catering website (kent.ac.uk/catering)

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 Meal Plan, you must present your KentOne card to your server at every mealtime.

When to use the Flex Meal Plan

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

The 2023/2024 Flex Meal Plan is valid on the dates marked in dark grey **and** orange on the calendar below. Days marked in **orange** may have changes to operating hours. We will endeavour to provide notice of changes 5 days prior to these dates.

September 2023							October 2023							November 2023							December 2023							January 2024						
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
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							30	31																										

February 2024							March 2024							April 2024							May 2024							June 2024							
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	
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Lost KentOne cards and key fobs

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

If you have lost your KentOne student ID card, you will need to order a replacement KentOne card [online](#). Doing this as soon as possible will reduce the chance of others using it. There might be a fee for a replacement card. For further enquiries, please email lostcards@kent.ac.uk.

Any credit on your card will be transferred over to your replacement 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 might be a fee for a replacement fob.

The University is not responsible for losses incurred by lost or stolen cards/fobs.

Flex Meal Plan 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 Meal Plan 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 allowance if you buy the Flex Meal Plan after **Saturday 16 September 2023**, or any subsequent missed tokens after this date.

You may cancel your Flex Meal Plan 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 Meal Plan.

Cancellations after the 14-day cooling-off period will only be made if the University terminates the service or if you withdraw from your studies at the University.

In the event of serious injury or illness, termination of an accommodation contract, or other exceptional circumstances, a refund may be given at the sole discretion of the University.

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 Meal Plan.

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.

Updated January 2024

Problems with your Flex Meal Plan

If your KentOne card doesn't work, or you're having issues with the Flex Meal Plan, please contact our Accounts Analyst at kentone@kent.ac.uk.

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

Email: catering@kent.ac.uk

Tel: 01227 827164