

Terms and Conditions 2025/26

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

The cost of the Termly Flex Meal Plan explained

How much does it cost?

The Flex Meal Plan **costs £808.50 for the Autumn Term** (including from Arrivals Weekend: 27 & 28 September 2025 – Friday 12 December 2025).

It is designed to be used every day of the week, Monday to Sunday, for the Autumn Term. In total, that is **77 days**.

Students with a Flex Meal Plan receive an allowance of **£14 a day** to spend on food and drink.

If you multiply £14 by 77 days, you'll notice this comes to £1,078. However, we apply a **25% discount**, so you only pay **£808.50**.

In other words - pay £10.78 per day, get £14 to spend!

The maths simplified

£14 allowance x 77 days = £1,078

(Apply 25% discount)

Total: £808.50

Please note: If you live in Becket Court or Keynes 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 £14 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 £14 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 £14 daily allowance as and when you like throughout the day. Once you've spent your £14, you will not have any funds until the next day.

The Flex Meal Plan is loaded automatically onto your [Time2Eat app](#) (which you need to download before you arrive at Kent). When purchasing a meal, simply use your Time2Eat app at the till and your allowance will be deducted.

If a meal costs more than £14, 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, 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 pop-up street 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)

*Coming soon in 2026 - Your Flex Meal Plans will also be available to use at Create Café in Marlowe Building and Sports Café in the Sports Centre, when they re-open in 2026!

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 Time2Eat app to your server at every mealtime.

Credit upload timings

- Meal Plans purchased before 15:00 (Monday - Friday) will receive credit the following day
- Those purchased after this time (Monday - Thursday) will not receive credit until the day after
- Those purchased after this time on a Friday or over the weekend will not receive credit until the following Tuesday.

For example, please see below table:

Day	Purchase	Credit available	Purchase	Credit available
Monday	Before 15:00	Tuesday	After 15:00	Wednesday
Tuesday	Before 15:00	Wednesday	After 15:00	Thursday
Wednesday	Before 15:00	Thursday	After 15:00	Friday
Thursday	Before 15:00	Friday	After 15:00	Saturday
Friday	Before 15:00	Saturday	After 15:00	Tuesday
Saturday	Anytime	Tuesday		
Sunday	Anytime	Tuesday		

When to use the Flex Meal Plan

The Flex Meal Plan only works during term time and excludes vacation time.

The Autumn Term Flex Meal Plan is valid on the dates marked in grey on the calendar below. Restaurants, bars, and cafes may have different opening hours.

September 2025						
M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

October 2025						
M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

November 2025						
M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

December 2025						
M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Time2Eat app

Time2Eat is Kent's new food and drink ordering app available across the Canterbury campus – and this is where your Flex Meal Plan credits will be loaded daily. Using the app you can order your favourite food and drinks to your table as well as take advantage of exclusive discounts, rewards and hot beverage stamp cards.

You will need to download the Time2Eat app before you arrive for your Flex Meal Plan to be added to your 'wallet'.

Please visit the Time2Eat information online to read all about how to download the app and Frequently Asked Questions: kent.ac.uk/catering/time2eat

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 27 September 2025, 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 kentunifood@compass-group.co.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.

Problems with your Flex Meal Plan

If your credit/funds haven't loaded on your Time2Eat app, please contact our Accounts Analyst at kentone@kent.ac.uk

If you are having issues with the Time2Eat app (outside of funds/credit), please contact: kentunifood@compass-group.co.uk