

## Flex Meal Plan Terms and Conditions 2026/27

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 **£1,917** 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 **213 days**.

Students with a Flex Meal Plan receive an allowance of **£15 a day** to spend on food and drink.

If you multiply £15 by 213 days, you'll notice this comes to £3,195. However, we apply a 40% discount, so you only pay £1,917.

In other words - pay £9 per day, get £15 to spend!

#### The math's simplified:

£15 allowance x 213 days = £3,195

**(Apply 40% discount)**

**Total: £1,917**

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 periods.

Please note: If you live in Becket Court or Keynes College (blocks F,G,H and I), 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 £15 a day to spend on food and drink. This allowance can be used in any of the 8 participating restaurants, bars, and cafés on campus.

The £15 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 £15 daily allowance as and when you like throughout the day. Once you've spent your £15, 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 £15, 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)
- Keynes Café and Kitchen (Keynes College)
- Gulbenkian Arts Centre Café (Gulbenkian Arts Centre)
- Create Café (Marlowe Building)

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](http://kent.ac.uk/catering)

Any changes to opening hours during term time will be published on the catering website, social media, and on the Time2Eat app.

## 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 2026/27 Flex Meal Plan only works during term time and excludes the **winter, spring, and summer vacation**. There are two Bank Holidays in May 2027 during term time: Monday 3 May and Monday 31 May 2027. As these Bank Holidays are during term time, your Flex Meal Plan can be used, but please refer to the catering webpage for altered opening times in catering outlets.

The 2026/27 Flex Meal Plan is valid on the dates marked in grey on the calendar below:

Annual Flex Meal Plan Dates 2026/27

| September 2026       | October 2026         | November 2026        | December 2026        | January 2027         |
|----------------------|----------------------|----------------------|----------------------|----------------------|
| 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              | 1                    | 1 2 3 4 5 6          | 1 2 3                |
| 7 8 9 10 11 12 13    | 5 6 7 8 9 10 11      | 2 3 4 5 6 7 8        | 7 8 9 10 11 12 13    | 4 5 6 7 8 9 10       |
| 14 15 16 17 18 19 20 | 12 13 14 15 16 17 18 | 9 10 11 12 13 14 15  | 14 15 16 17 18 19 20 | 11 12 13 14 15 16 17 |
| 21 22 23 24 25 26 27 | 19 20 21 22 23 24 25 | 16 17 18 19 20 21 22 | 21 22 23 24 25 26 27 | 18 19 20 21 22 23 24 |
| 28 29 30             | 26 27 28 29 30 31    | 23 24 25 26 27 28 29 | 28 29 30 31          | 25 26 27 28 29 30 31 |
|                      |                      | 30                   |                      |                      |
| February 2027        | March 2027           | April 2027           | May 2027             | June 2027            |
| 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 7        | 1 2 3 4 5 6 7        | 1 2 3 4              | 1 2                  | 1 2 3 4 5 6          |
| 8 9 10 11 12 13 14   | 8 9 10 11 12 13 14   | 5 6 7 8 9 10 11      | 3 4 5 6 7 8 9        | 7 8 9 10 11 12 13    |
| 15 16 17 18 19 20 21 | 15 16 17 18 19 20 21 | 12 13 14 15 16 17 18 | 10 11 12 13 14 15 16 | 14 15 16 17 18 19 20 |
| 22 23 24 25 26 27 28 | 22 23 24 25 26 27 28 | 19 20 21 22 23 24 25 | 17 18 19 20 21 22 23 | 21 22 23 24 25 26 27 |
|                      | 29 30 31             | 26 27 28 29 30       | 24 25 26 27 28 29 30 | 28 29 30             |
|                      |                      |                      | 31                   |                      |

**University Term Dates:**

Arrivals Weekend & Welcome Week: 26 September — 2 October 2026

Autumn Term: 5 October — 11 December 2026

Spring Term: 11 January — 19 March 2027

Summer Term: 12 April — 18 June 2027

**Bank Holidays during Term Time:**

Early May Bank Holiday: Monday 3 May 2027

Spring Bank Holiday: Monday 31 May 2027

**213 Days Total**

September: 5 days

October: 31 days

November: 30 days

December: 11 days

January: 21 days

February: 28 days

March: 19 days

April: 19 days

May: 31 days

June: 18 days

Days marked in orange are Bank Holidays but included in the Flex Meal Plan. Restaurants, bars, and cafes may have different opening hours.

## Time2Eat app

Time2Eat is Kent's 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 account.

Please visit the Time2Eat information online to read all about how to download the app and Frequently Asked Questions: [kent.ac.uk/catering/time2eat](https://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 26 September 2026, 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](mailto: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: [kentone@kent.ac.uk](mailto:kentone@kent.ac.uk)

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

*University of Kent part of London and South East University Group, a charity and company limited by guarantee registered in England (company number 00986729). Registered Office: Old Royal Naval College, Park Row, Greenwich, London SE10 9LS*