

Clever Cuisine

Key Facts about your Eating Plan for 2020/21 Academic Year

This section is for guidance only

| | Eating Plan (2020/21 only) | | |
|---|--|------------------------------|--|
| | Platinum | Gold | Silver |
| Money is loaded onto your Campus ready for Saturday Morning | | | |
| You need to use your money by 11.59pm on Friday night – this is to encourage everyone to eat! You can max out your Eating Plan balance by using a debit card e.g. if an Apple is 50p and you have 42p on your Campus Card, you can pay the 8p on debit card. We will also give you the same discounts as if you are paying entirely with Eating Plan money. | | | |
| How much do I get a week? | £72.80 | £42.00 | £40.25 |
| Roughly how many meals does this work out to? | 18 to 21 | 5 to 7 | 5 to 7 |
| Where can I use it? | Park Eat Park Market Roastology at Eat at the Square The Market Place at the Square Park Bar Wantage St. Patricks Eat at the Square The Dairy Library Café Dolchevita SportsPark Café Agriculture Café Architecture Café | | St. Patrick's Park Eat Eat at the Square Market Place at the Square Roastology at the Square The Dairy Park Market |
| Food Times (Term time Only) | <p style="text-align: center;">Generally Breakfast is 8am to 10.30am, Lunch Midday to 2.30pm and Dinner 5.30pm to 8pm.</p> <p style="text-align: center;">Park Eat – Everyday – (7.30am M-F) 8am to Midnight (Late Night Food from 8pm)</p> <p style="text-align: center;">Wantage – Monday to Friday - 8am to 8pm</p> <p style="text-align: center;">St. Patricks – Monday to Friday - 5pm to 8pm</p> <p style="text-align: center;">The Dairy – Everyday – 8.30am to 9pm</p> <p style="text-align: center;">For other outlets visit our website</p> | | |
| Drinks Plan Included? (You will need to purchase a compatible re-usable cup or bottle) | Choice of either the Unlimited Soft Drinks Package or Hot Drinks Package on a weekly basis | Unlimited Hot Drinks Package | Free Coffee or Freestyle with a meal at St. Patrick's |
| | An e-voucher entitling you to applicable drinks package(s) free of charge will be automatically applied to your Campus Card every Saturday morning of a Eating Plan Week. Staff will need to apply the voucher to your cup or bottle. Unused vouchers expire at midnight on Friday. | | |
| 35% off Meals at Park Eat, Wantage or St. Pats | ✓ | ✓ | ✓ |
| 15% off hot drinks | ✓ | ✓ | ✓ |
| 5% off other Ready to Eat Food | ✓ | ✓ | ✓ |

| | Platinum | Gold | Silver |
|---|--|------|--------|
| Items with no discount | Groceries, Ingredients, Weight and Pay Items, (Market Place and Park Market), Bar Snacks and Soft drinks, reusable cups, bottles and boxes. | | |
| Can purchase groceries at Park Market | ✓ | ✓ | ✓ |
| Included in your rent at Wantage, Dunesden Crescent and Windsor Halls | ✓ | | |
| Included in your rent at St. Patrick's | | | ✓ |
| Can be purchased online by non-Catered Students | ✓ | ✓ | ✓ |
| Weeks Operating | Welcome Week and Term Time weeks | | |
| Things you can't buy | Alcohol, Bulk buying (e.g. a case of Coke), Food Supplements, Sports Nutrition and Protein Powders and Non-Food (e.g Stationery, Medicines, Gifts and Branded Merchandise) | | |
| Items with no discount | Grocery Items at Park Market or the Market Place, Confectionary and Crisps. | | |
| Problems? Questions? Email us straightaway however small clevercuisine@reading.ac.uk | | | |
| Campus Card balances and recent transactions can be checked online at https://cardfinance.reading.ac.uk/WebCentre/ | | | |
| Lost Campus Cards? See this page from the Campus Card Team https://store.rdg.ac/2JtVHts for advice | | | |

University of Reading Student Clever Cuisine Eating Plan Terms and Conditions

These Terms and Conditions govern use of the University Campus Card to participate in the University's pre-paid Clever Cuisine Eating Plan ("the Scheme"). By joining the Scheme and then using your University Campus Card when purchasing items in order to gain the discounts offered by the Scheme, you will be deemed to have accepted these Terms and Conditions. The Scheme is open to all registered full-time students at the University of Reading, subject to the terms and conditions set out below. Each Student's University Campus Card has a microchip segment that will be activated for retail purchasing use when that Student purchases a pre-paid Eating Plan with or without Accommodation. The pre-paid Eating Plan is held in a ring-fenced "Purse" as an electronic credit on the University Campus Card which is made available in instalments over a fixed period. The University will operate the Scheme from the following outlets: Park Eat, Park Market, The Market Place, Roastology at the Square, Park Bar, Wantage Hall, St. Patrick's, The Dairy, SportsPark Café, Dolchevita, Architecture Café, Library Café, Eat at the Square and Agriculture café – not all outlets will be available on all Eating Plans. We reserve the right to reduce or increase the number of outlets, and substitute one outlet for another, but not in any manner that that would have a material adverse effect on a particular Eating Plan.

1. Students in designated Catered Hall Rooms will automatically join the Scheme when they accept an offer of Accommodation in a Catered Hall Room and sign the Accommodation Contract. They will automatically be enrolled onto the Eating Plan marketed with the Room on the Accommodation Website - www.reading.ac.uk/accommodation. This is not optional and cannot be downgraded, refunded or cancelled while in a Catered Hall Room
2. Students living outside of Catered Hall Rooms can choose from a variety of Eating Plans as marketed on the Clever Cuisine website www.clever-cuisine.com and can purchase Eating Plans on a termly basis or for the academic year. The total number of Eating Plans we can provide to students living outside of Catered Hall Rooms is limited and therefore subject to availability.
3. Eating Plans are non-refundable once they have commenced unless you withdraw or are suspended from the University. However, if you have purchased an Eating Plan via our website and subsequently move into a Catered Hall Room from another form of Accommodation, you will need to notify us via clevercuisine@reading.ac.uk and we will refund the Eating Plan you have purchased via the University website.

4. Eating Plans can only be used to purchase Food, Non-Alcoholic drinks and reusable bottles/cups. The following items may not be purchased with a Eating Plan: Alcohol, Food Supplements, Medicines, Sports Nutrition and Protein Powders, Non-Food items. This list of exclusions is not exhaustive, and items may be added or removed from sale by the University. Bulk-buying of a single or similar items is not generally permitted and is at the sole discretion of University Staff.
5. Under the Scheme, discounted retail purchasing for Eating Plan students will be available for the 31 weeks, 7 days per week, of the University term for the period that a student has purchased the Eating Plan (or been automatically allocated an Eating Plan if a Student is in a Catered Hall Room). Discount levels will be shown at www.reading.ac.uk/clevercuisine
6. Payment for the pre-paid Eating Plans must be made in advance either via the Student's Accommodation Bill or via the University website for Students living outside of Catered Hall Rooms.
7. On each eligible Scheme week during the University term, the University Campus Card will be credited with a time-limited predetermined amount in GBP, as detailed on <http://www.reading.ac.uk/clevercuisine> . A week for these purposes will begin on Saturday at 00:01 and end on Friday at 23:59.
8. If the amount credited to the University Campus Card for use in a specific weekly period is not used within that same period, it will be lost to the account holder. This credit amount (or cash equivalent) cannot be carried over to any subsequent week, exchanged for cash, nor be transferred or refunded in any way.
9. Items which qualify for discounted purchase will be highlighted at participating outlets operated by the University. The University have the right to change discounted items at any time. Discounts will be calculated and given at the point of sale upon purchase.
10. Any discounts offered when using the Eating Plan must be paid using the credit on the Eating Plan. If insufficient funds are available on the Eating Plan to purchase an item at the entire discounted price, the discount will be applied and the account holder can pay for the balance of the item using another form of payment including any credit held on the account holder's University Campus Card.
11. If the Campus Card system is offline account holders will only able to spend up to £8.00 in any one transaction. When the system is back online the Eating Plan balances will be retrospectively charged with any offline transactions made. If the account holder had insufficient funds in their Eating Plan for the purchases made whilst the system was offline, any deficit will be automatically deducted from the following week's balance.
12. In the event that any purchase transaction using an Eating Plan is refunded, such refunds will only be made to the Eating Plan and cannot be offered as any other type of payment. A receipt of the purchase transaction will also be required for the refund to be given.
13. University Campus Cards may only be used by the account holder whose photographic likeness appears on the University Campus Card. Participating outlets operated by the University have the right to confiscate or refuse to accept a University Campus Card for payment if it is presented by a person other than the account holder. If the University Campus Card is confiscated it will be considered to have been lost or stolen and the rules relating to replacement University Campus Cards will apply (see 14 below). Any improper use or attempted use by anyone other than the account holder constitutes a fraud against the University and disciplinary actions may be taken. Further, your account may be deactivated or temporarily suspended. The University Campus Card account holder must use the University Campus Card only for the purposes for which it is issued.
14. Where a University Campus Card is damaged, a replacement card will need to be obtained by the account holder and the last known remaining balance on the damaged University Campus Card, as determined by the University, will be transferred to the replacement card. Any misuse of your card rendering it unusable will result in a charge for a replacement card.

15. If a University Campus Card is lost or stolen it is the responsibility of the card holder to block their card via the University Campus Card portal website (www.reading.ac.uk/cardfinance). Following this, use of any credit held on the University Campus Card will normally be blocked within 1 hour. Until that block has taken effect any transactions made with the University Campus Card will be the responsibility and liability of the account holder. A blocked University Campus Card cannot be reactivated and must be replaced with a new one. A replacement fee may apply in respect of blocked, lost or stolen cards. The replacement University Campus Card will be activated with the last known value, as determined by the University, on the previous card at the time the block took full effect. If during the next 24 hours further transactions which were entered into before the block was effected but which did not appear at time of replacing the University Campus Card are found, the account balance will be retrospectively adjusted. The University is not responsible for losses incurred on lost or stolen University Campus Cards.

16. Any personal data captured, used and processed via the Scheme will be processed fairly and in accordance with the University's Privacy Policy. The University will use the personal information you provide to us: to provide the services to you, to process your payments, and to keep a track of your transaction history in order to administer and manage the Scheme. The University and UPP, our Accommodation partner, will share personal information of its Catered Hall Room Students in relation to the management of Catered Hall Rooms only. If you have any questions about how we process your personal information, please contact us at: imps@reading.ac.uk or +44 (0) 118 378 8981.

17. The University undertakes to take all reasonable steps to provide the Scheme as described. It does not, however, guarantee the provision of these services. If industrial action, loss of utilities, extreme weather or other circumstances beyond the reasonable control of the University interfere with its ability to provide the services, the University will use all reasonable steps to minimise disruption.

18. We may revise these terms and conditions from time-to-time. Revised terms and conditions will apply to the Scheme from the date of the publication of the revised terms and conditions on our website. Please check this page regularly to ensure you are familiar with the current version.

19. These Terms and Conditions are made under English law.

(Revised 28 February 2020)