

Booking Procedure FAQs

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How do I book a meal?

Log in to <https://www.upay.co.uk> using the username and password sent to you in your welcome email (note, this is different to your Single Sign-On). Once logged in, you will see your current balance on the left and a list of any events you can book on the right. Click on your chosen event and select the number of guests. Please mention the names of your guests, all dietary requirements and any seating preferences before you complete your booking.

How do I credit my account with money?

Log in to www.upay.co.uk/ and select **Top up**, followed by **Pay as you go**. Any credit card information you enter is safely processed by Uniware Systems, who hold a contract with Kellogg College and are the makers of the Upay portal and app.

How do I change a booking?

To add guests to your booking, log in to www.upay.co.uk From the list of events on the right, select the event you wish to change. Upay will display guests you have previously specified. To add an additional guest, simply continue as if it were a fresh booking and the additional guests will be added to your booking.

If you wish to change the names of your guests **or remove** guests from your booking, please contact bookings@kellogg.ox.ac.uk who will be able to assist you in this.

How do I cancel a booking?

We require at least a week's notice to cancel your booking for a guest night dinner. To cancel a booking, please contact bookings@kellogg.ox.ac.uk stating the date of the dinner you wish to cancel. If you cancel giving more than a week's of notice, your account will automatically be credited with the value of the tickets cancelled. Please email hospitality@kellogg.ox.ac.uk with any further questions and we will be happy to assist you.

The event I want to attend is fully booked

If an event is fully booked, please email bookings@kellogg.ox.ac.uk.

Using your University Card for payments

Your University card is linked to your Upay account. This enables you to pay for your regular College meals, and any purchases at the Kellogg Hub Café, with your University Card.

You can also download the Upay app to your android or Apple smart device. The QR code displayed in your account can be scanned at the College tills for payments.

Upay refunds and account closures

When signed-in, please go to **Account Management** and **Close Account**.

This page will give you details of how much time the process will take and what to do.

When you click **Confirm**, you will be taken to a page where you can input the card number you want the money refunded to.

If your balance is £150 or less, all of it will be refunded to your card and your account will close. For any amounts over £150, please email us at hospitality@kellogg.ox.ac.uk

If after closing your account you should wish to re-activate your Kellogg Upay account, please email hospitality@kellogg.ox.ac.uk