Upay Booking Process

Bookings for our Guest Night Dinners are to be made via upay.co.uk. You should have received an email from Upay containing your login details for upay.co.uk. Please follow the process below to log in and book for the first time. If you have not received your login email please contact hospitality@kellogg.ox.ac.uk.

If you experience any difficulties logging in or have any other questions, please refer to the FAQs page. Alternatively, please email Kellogg Hospitality.

You can also download a PDF version of the Upay Manual

Booking Terms and Conditions

It is essential that you read the Terms and Conditions document before proceeding with the booking process.

Booking Process

### Logging in for the first time

As stated above, you will receive an email from Upay with your initial log in details. **Please input these in the username and password fields in the green box**. If you are asked for an "affiliate ID", you have incorrectly clicked on "Register for a new account"; you do not need to register, receipt of the initial Upay email means this has already been done.

Changing your password

Before making your first booking, you will need to change your password. Once logged into your homepage, go to the **Menu** by clicking on the three horizontal bars on the top right corner.

It brings up a display with several options – please clock on **Account Management**.
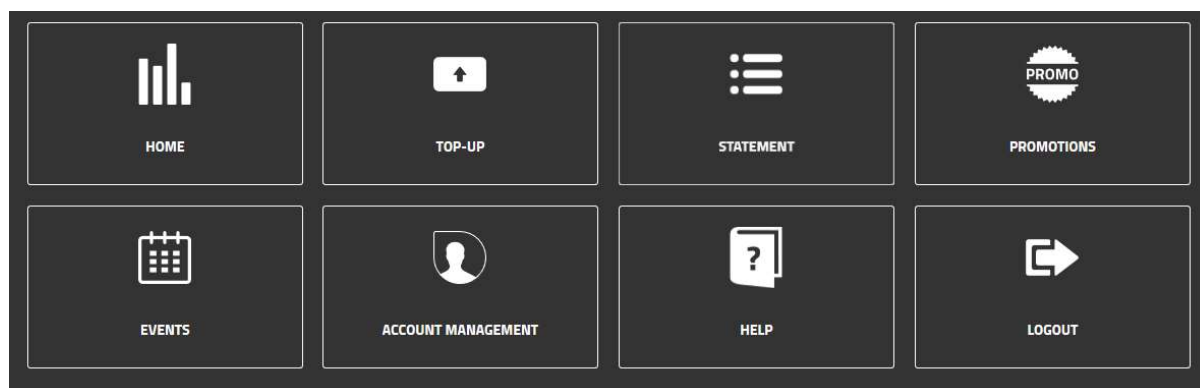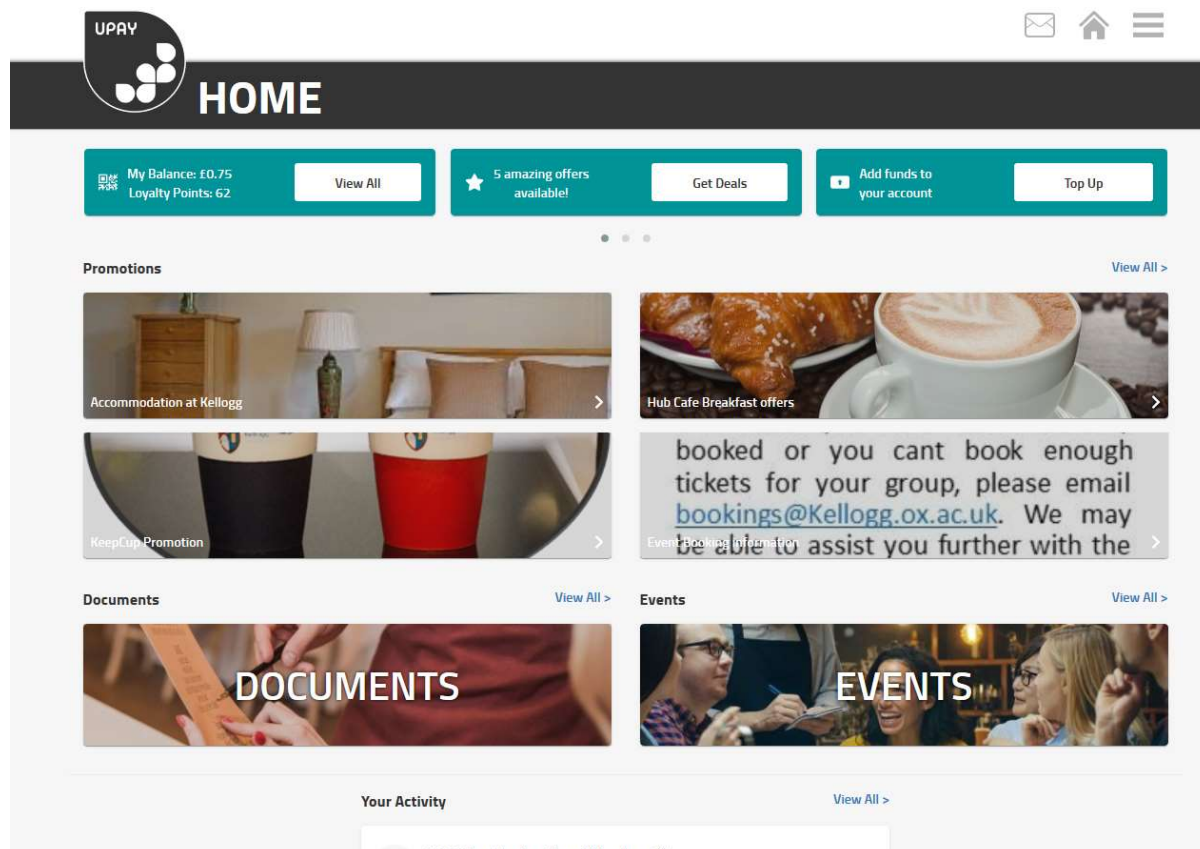
When in **Account Management**, click on '**Change Password'**, under **'Security'**.

Homepage

This menu displayed above is your guide to navigating around your account on Upay.

Click on **Home**. This will display an overview of your account.

Adding money to your account

In order to pay for events, you need to load money onto your Upay account.

• Select the three bars in the top-right corner to open the drop-down menu
• Select **Top-up**

Pay as you go (one-time top-up):
• Select Pay as you go
• Select the amount of money to add to your account. (Note: the amount has to be £15 or more.)
• Enter your card details to pay

You can select a pre-set amount that's displayed on this page, or click on 'Other' to enter an amount between £15 and £100.

You can save your card to your **Wallet** for future use, by ticking **Save to wallet**.

Auto top-up
If turned on, **Auto top-up** will credit your account with a specified amount every time your balance reaches a trigger amount. For instance, you could choose to automatically top up by £30 every time your balance reaches £4.
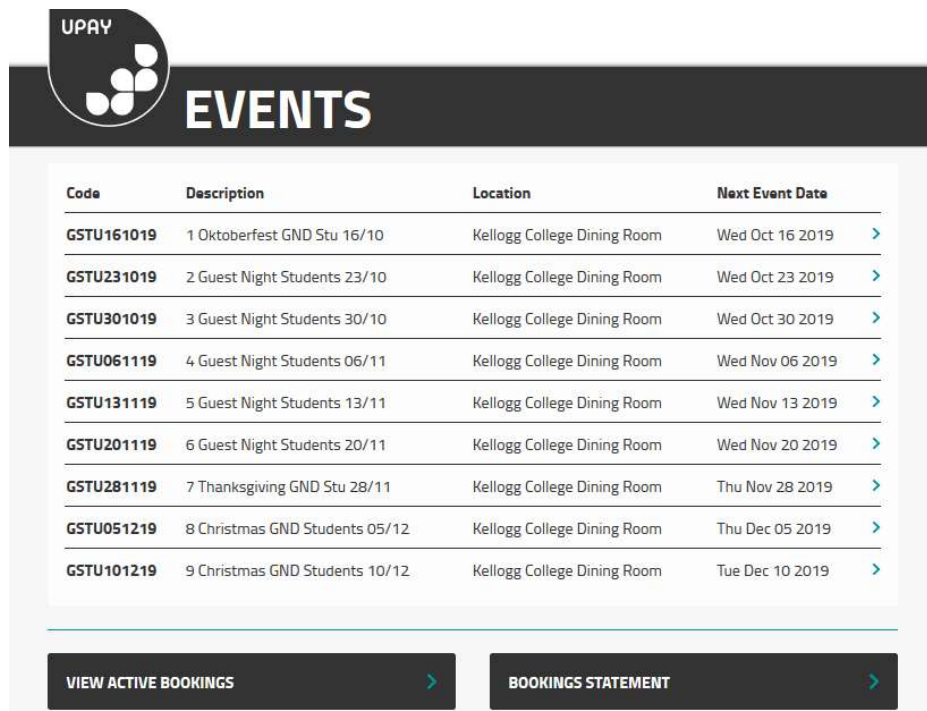
Quick top-up
Similarly, when switched on, quick top-up will email you when your balance reaches a trigger amount, allowing you to top up easily and in time.

Booking an event

• Select the three bars in the top-right corner to open the drop-down menu
• Select **Events.**

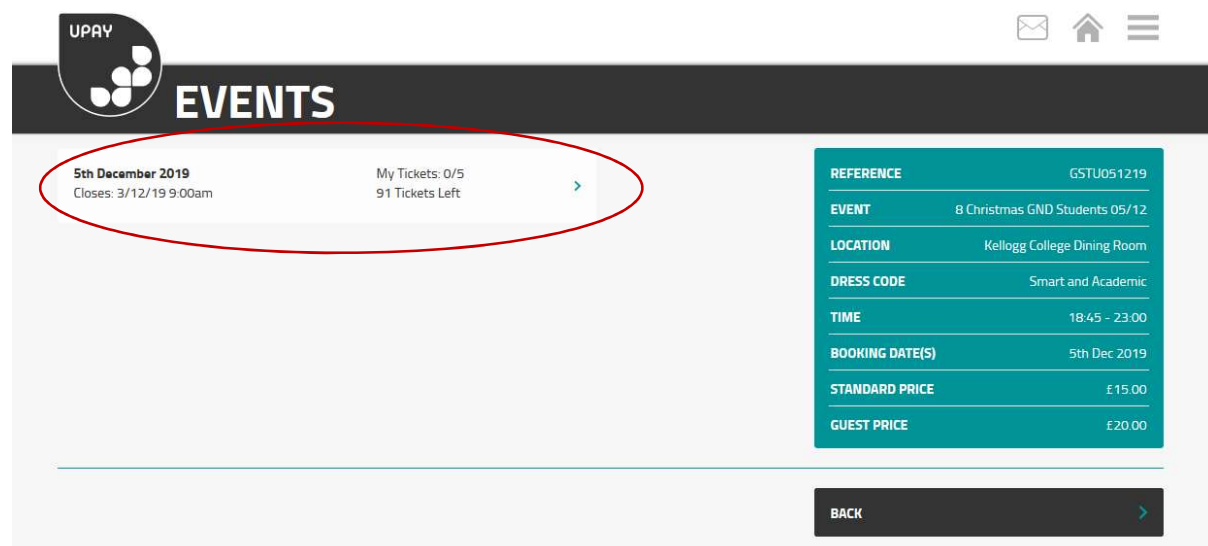You will see a list of College Events available for you to book.

Select the event you wish to book by clicking on it.

This page will display the number of tickets available to book, dress code, prices, time etc. Click on the event, as circled above.

On this screen, you can choose the number of tickets you want to book, provide name/s of your guest/s and have a look at the menu for the dinner.

Click 'Next'

• Enter any dietary, seating or access requirements into the text-box **(please specify which guests the requirements relate to, as above)**
• Click **Place booking**
• If an event is **fully booked**, please email bookings@kellogg.ox.ac.uk who may be able to assist or add you to a waiting list. This will take you to the payment page.

Viewing your bookings

• Select the three bars in the top-right corner to open the drop-down menu
• Select **Events**
• Select **View active bookings**

Here you can view the details of your bookings and the guest lists for events where a list is visible. **To cancel or amend a booking, contact the College Events Office at** bookings@kellogg.ox.ac.uk.

Account settings

• Select the three bars in the top-right corner to open the drop-down menu
• Select **More**
• Select **Account Settings**

Here you can change your email address and password or close your account (see below).

Closing your account and refunds

If you close your account with Upay you will be refunded any unused credit up to a value of £150. If your account contains more than £150, please email hospitality@kellogg.ox.ac.uk.

You can apply to close your account via your Upay account.

- Sign in to your Upay account
- Go to 'Account Management' and click on 'Close account'
- The following page will give you information about how much time it will take, what the process is, etc.
- Click 'Confirm'
- This will take you to the page where you can input the card details of the account in to which you want the money transferring
- Click 'Confirm' to activate the transfer

This process will also close your College Upay account.

If you wish to re-activate your account, please email hospitality@kellogg.ox.ac.uk

If your status is changing to alumni

After the expected end date on your University record your 'student' status on Upay will be made 'Inactive' (exceptions apply).

If you wish to continue to book College events or pay for College meals with your Upay account, please email hospitality@kellogg.ox.ac.uk and we will change your status to 'Alumni' and re-activate your account

Logging out

• Select the three bars in the top-right corner to open the drop-down menu
• Select **Logout**