

Terms and conditions for Eat and Drink Credit

The terms and conditions for the Eat and Drink Credit for University accommodation.

Terms And Conditions

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1. Eat and Drink overview

1.1 All University of Bath members, when registered on the Eat and Drink credit scheme will receive a Bath Go account and Eat and Drink purse allowing them to:

1.1.1 Pay for food in all on-campus hospitality and retail outlets, excluding “Fresh” supermarket and SU outlets, assisting them to manage expenditure throughout the year. More details on participating outlets can be found on the [Food and Drink pages on the University of Bath website](#).

2. Membership

2.1 An Eat and Drink purse is personal to the registered Bath Go account holder.

2.2 Any necessary dealings will be with the account holder.

2.3 The University reserves the right to change these terms and conditions. If it does so it will notify you through the Bath Go app.

2.4 By registering for and using the Eat and Drink scheme, you agree to comply with these terms and conditions and any updates made to them.

2.5 As the Eat and Drink scheme is accessed and managed through the BathGo app, the scheme is governed by both these Eat and Drink Terms and Conditions and the [Bath Go terms and conditions](#). In the event of any conflict between the two, the BathGo app Terms and Conditions will take precedence for matters relating to the operation, access, and functionality of the app, while these Eat and Drink Terms and Conditions will apply specifically to the use of your Eat and Drink purse and related scheme benefits.

2.6 You must not share your account, login credentials, or Eat and Drink purse with any other person. You are responsible for keeping your account details secure and must not allow others to access or use your account.

3. Promotional Offers

3.1 A standard discount of 10% is available on non-promotional food and drink within participating hospitality outlets when paying using an Eat and Drink purse. This discount does not apply to items already subject to a standard promotion, offer, or reduced price.

3.2 We may, from time to time, offer promotions, discounts, or incentives through the app ("Promotional Offers") as additional benefit to eligible users.

3.3 We reserve the right to amend, withdraw, or replace any Promotional Offers, including the standard 10% discount, at any time. Where reasonably practicable, notification of such changes will be provided via the app.

3.4 Promotional Offers and discounts are applied at the point of purchase only. We do not provide retrospective discounts, refunds, or adjustments where a promotion has not been applied, including in cases of user error, failure to present the app, or till/operator error unless raised at the point of sale.

3.5 All Promotional Offers are provided at our discretion and may be subject to additional terms, eligibility criteria, time limitations. They may not be available in all outlets, or on all products. Availability will be determined at our discretion.

3.6 Promotional Offers are non-transferable, have no cash value, and may only be used by the intended recipient in accordance with these terms.

4. Refunds

4.1 Eat and Drink credit will automatically roll over until you graduate from the University of Bath. After this, any remaining unspent credit helps subsidise affordable food and drink in our hospitality outlets, to help keep prices low for students.

4.2 No refunds will be issued for remaining credit (except as provided in clauses 4.4 and 5.2).

4.3 Credit held within the Eat and Drink purse is non-transferable and cannot be exchanged for cash or alternative benefits.

4.4 Where a user exits Eat and Drink accommodation prior to the end of their accommodation contract, any refund of unspent invoiced credit will be calculated based on the number of full weeks remaining on the contract, at the applicable weekly rate (£25 or £50 depending on the accommodation type).

The total value of credit already used will be deducted from this amount. Where the value of credit used exceeds the remaining entitlement, no refund will be issued, and we reserve the right to recover any outstanding balance.

Credit is allocated across the duration of the accommodation contract and does not represent a pre-paid balance available for full refund.

4.5 Any approved refunds will be processed via BACS. Refunds may take up to 15 working days to be processed.

5. Termination/Suspension of Eat and Drink

5.1 The Eat and Drink scheme has no scheduled end but will be reviewed by the University on an annual basis.

5.2 The University reserves the right to terminate or suspend the operation of the Eat and Drink scheme for any reason at any time. If it terminates the scheme, it will notify you via the Bath Go app and you will receive the opportunity to spend any credit remaining on your account , or offered a refund at the date of termination.

6. Data protection

6.1 The University of Bath complies with the UK GDPR and the Data Protection Act 2018 when collecting and processing personal data. We only collect information you provide which includes your first name, last name, email address and relevant transactional data required to administer and support your Eat and Drink scheme and Bath Go account. We process this information on the basis of contractual necessity and our legitimate interests in operating and improving the scheme.

6.2 Your personal data will be used solely for the purposes of running and supporting the Eat and Drink scheme and will only be shared with authorised service providers where necessary for these purposes.

6.3 We retain your personal data only for as long as necessary to operate your account and fulfil the purposes outlined above.

6.4 We may also use transactional data in an anonymised or aggregated form to analyse scheme usage, review product ranges, improve offers and promotions, and enhance our products and services. This information does not identify you.

6.5 You have rights in relation to your personal data, including the right to access or correct it. Further information about how we process personal data and your rights can be found in our [Privacy Notice](#).

7. Feedback procedure

7.1 All feedback regarding any aspect of the University's hospitality or retail outlets should be submitted through the online feedback forms available at: <https://www.bath.ac.uk/professional-services/food-and-drink/>. These forms ensure your feedback is directed to the appropriate team.

7.2 Feedback for Eat and Drink should be made by emailing reslife@bath.ac.uk.

7.3 For technical assistance with the Bath Go app, please email BathGoHelp@groups.bath.ac.uk from your University email account and include a brief description of the issue you are experiencing.

8. Limitations on service

8.1 The University will endeavour to ensure that Eat and Drink purses and the supporting infrastructure, including the Bath Go app, payment systems and other technical components operate correctly to process purchases. However, the University cannot guarantee uninterrupted availability. From time to time, technical issues may temporarily prevent accounts or infrastructure from functioning correctly or at all. The University will look to minimise any inconvenience caused but to the extent permitted by law is not responsible for any loss or disruption resulting from temporary unavailability.

8.2 To report a concern or problem with the Eat and Drink scheme infrastructure or account functionality, please email BathGoHelp@groups.bath.ac.uk. If an issue occurs at the point of sale, please notify a member of staff to assist. Retrospective adjustments to Eat and Drink account balances will not ordinarily be made.

9. No liability

9.1 To the extent permitted by law, the University will not be liable for any loss caused as a result of accounts or infrastructure not working.

9.2 In any other circumstances the University is not liable for any financial loss sustained by a customer beyond the amount of credit on an account.

9.3 In line with clause 2.6, you are responsible for keeping your account, device access, and login credentials secure. The University will not refund any credit or accept liability

for losses where an account has been accessed or used by any third party, including as a result of the account holder failing to keep their details secure or failing to take reasonable steps to prevent unauthorised access.