

Terms and conditions for Eat and Drink Credit

The terms and conditions for the Eat and Drink Credit catered accommodation arrangement.

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 card scheme will receive an Eat and Drink account allowing them to:

1.1.1 Pay for food across the University ahs Hospitality outlets, assisting them to manage expenditure throughout the year.

2. Membership

2.1 An Eat and Drink account is personal to the registered Eat and Drink 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 by email and you will have a chance to terminate your membership with a full refund of any credit remaining on your card as at the date of termination.

3. Areas of availability

3.1 All of the Hospitality Outlets accept the Eat and Drink card scheme, a list of these can be found on the [Food and Drink pages on the University of Bath website](#)

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 2.3 and 5.2).

4.3 The Eat and Drink account is not transferable.

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 account scheme for any reason at any time. If it terminates the scheme, it will notify you by email and you will receive a full refund of any credit remaining on your card as at the date of termination.

6. Corrupt/Damaged cards

6.1 As soon as a new account is linked to the account any remaining credit will be available to spend within two working days.

7. Data protection

7.1 The University of Bath complies with the conditions of the Data Protection Act 2018 when collecting personal data. The data collected will only be that offered by the user and will only be used for the purposes of Eat and Drink scheme and will not be disclosed to any unauthorised person or organisation.

8. Feedback procedure

8.1 All feedback regarding any aspect of the hospitality outlets should be directed to the manager of the particular unit/area.

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

9. Limitations on service

9.1 The University will endeavour to ensure Eat and Drink accounts and the necessary Eat and Drink scheme infrastructure are working to process purchases by account holders. However, the University cannot guarantee the accounts and infrastructure will

work all the time. There may, from time to time, be issues that temporarily prevent Eat and Drink accounts or infrastructure from working. The University will look to minimise any inconvenience caused.

9.2 To report a concern or problem with the infrastructure or accounts, please email reslife@bath.ac.uk.

10. No liability

10.1 The University will not be liable for any loss caused as a result of accounts or infrastructure not working.

10.2 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.

10.3 As stated under clause 11.2 the University will not refund any credit where the account has been used by any third party prior to the account's cancellation.

10.4 In the event of a lost or stolen card not being cancelled by the card holder online, we will not except liability for losses incurred.

Enquiries

You can contact the Eat and Drink team by emailing reslife@bath.ac.uk.

You can also write to us. Our postal address is:

ResLife Team (Eat and Drink Credit)
West Accommodation Centre
University of Bath
Claverton Down
Bath
BA2 7AY United Kingdom