



CASHLESS FAQs

Frequently Asked Questions

What are the advantages of a Cashless System?

It is safe, secure and convenient. There is no need to carry cash around the College, so risk of loss or theft is reduced. Top-Ups can be purchased at the most convenient time for you; available online 24 hours a day, 7 days a week.

As College ID cards must be carried at all times on campus then there is no chance of forgetting dinner money at home. The College can also use the system to make additional payments to students in receipt of financial assistance.

When will "Cashless" be introduced?

To allow new students time to register and prepare their online accounts, "Cashless" will be introduced to the relevant outlets approximately 2 weeks into each new academic year.

What happens to my money when I make a purchase?

When Top-Ups are purchased, the credits are initially held on your account, and are transferred to the card the next time it is presented at any College card reader, eg vending machine or till. Credits are usually available to spend within a few minutes.

What type of card can I use to pay?

WorldPay accepts all standard credit and debit cards.

Is WorldPay secure?

Yes. All pages are encrypted using the national standard Secure Socket Layer (SSL) protocols.

Is my card data secure?

Yes. WorldPay are compliant with PCI DSS digital data regulations and do not store your card details. The College itself does not have any access to any of your card information.

Will I get a receipt?

Yes. You will receive an automatic confirmation e-mail to the e-mail address you registered with.

Can I view my transaction history?

Yes. When logged into the Portal, the Card Management tab allows you to view all your transactions.

How do I use the card?

At each participating sales outlet there is a small Card Reader, simply place your card in the Reader for the charge to be deducted, or simply to view your remaining balance of credits. The cashless vending machines have a similar Reader on the front of the units.

Can I add credits to my card if I receive a Bursary?

Yes. There are 2 "Purses" on the cards: Bursary and Cash, so Top-Ups can be purchased as normal and are credited to the Cash Purse. Please note, when making a payment, the cashless system always spends from the Bursary Purse first, before using the Cash Purse.

What do I do if I lose my card or it is stolen?

You must report your card missing immediately, using either your online account or at Reception. You will be issued with a replacement card, and any identifiable balance on your card at the time of reporting will be transferred onto the new card. As per College policy, applicable charges will apply for replacement cards.

What if I have a query with a transaction?

All queries should be reported to Reception immediately for investigation.

What is the Refund Policy?

The College operates a strict no refunds policy. Card holders are encouraged to budget appropriately, especially students, as they near the end of their course, and to spend any remaining funds. All student card balances are cleared on 31st July and are not carried forward to the following year.

Visitors

For guests to the College without a College cashless card, cash vending machines will remain at both campuses, stocking a variety of products. Alternatively, small denomination Vouchers may also be purchased at Reception. However, the College's no refund policy applies, and visitors are encouraged to budget appropriately. No cash change will be given for purchases lower than the Voucher value.

What if I do not have a bank account?

The College will support your application for a bank account by inviting bank representatives into College during the enrolment period. If the application is not successful, credits will be available for purchase by cash at Reception.

What payment types does each retail outlet take?

The following outlets will only accept cashless payments:

- All bistros and refectories

The following outlets will continue to accept cash as well as cashless:

- Hair and Beauty Salons
- Riverside Restaurant
- THinc Café

The following outlets will only accept cash:

- The Arena Sports Hall
- The Pavilion Sports Park (3G pitch)