

# VINE COURT PREMIER CATERED OPTION

## FAQ

### What does the catered plan include?

This flexible offer means you decide how, when and where you eat. You'll receive £77 weekly credit which is around £11 per day, that can be used in most campus cafes, restaurants and the guild. Scan the QR code below for more information and a full list of outlets. You can use your credit to purchase food and drinks (no alcohol) at times convenient to you.

### How can I make the most of my money?

Catered students will receive additional Loyalty Plus benefits:

- 10% off all purchases
- additional 10% off hot drinks
- 5p credit for every £1 spent
- 9th hot drink free
- This means the more you use, the more you get back!

### How do I pay?

It is so easy to use your credit – your balance is linked to your student card, so all you need to do is swipe this at the till instead of paying.

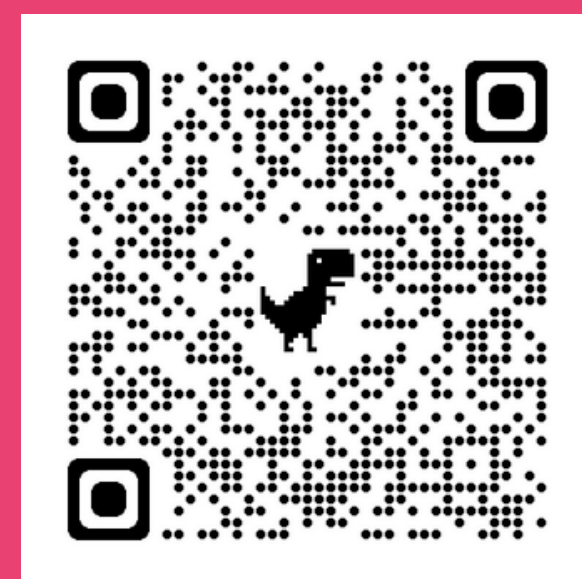
### When is the plan available?

The plan is available during term time only (31 weeks total) and excludes closure dates:

Christmas Closure 16th Dec – 3rd Jan

Easter 7th – 25th April

End date 30th May 2025



## Does the Catered plan cater to my dietary needs?

The catered plan includes hot and cold daily specials made on campus by chefs daily.

These include lots of vegetarian and vegan options. Outlets also cater for food allergies, intolerances, special and religious diets. Allergen information is available across all outlets

## How do I use Loyalty Plus?

You just need to download the Loyalty Plus UoL App which is available through the app store and Google. Once you have this, follow the instructions to activate your account and you are ready to start spending!

## How can I check my balance?

You can check your balance through the Loyalty Plus UoL App and see what you have left for the week to spend. You'll also be able to top-up here if you want to put some more credit for you to use.

## What if I am away for a week?

Any leftover credit will roll over week on week until the end of each term - 13 December 2024, 4 April 2025 and 30 May 2025. Any remaining credit on these dates will be lost, so make sure you use it up!

## How can I make the most of my money?

In addition to the discounts and credits listed above we recommend not purchasing hot and cold drinks if you are looking to maximise your money. Instead, make sure coffee in your reusable cup at home, and bring your water bottle with you - there are loads of water stations around campus where you can refill your water bottle for free.

## What if I run out of credit?

Don't worry, if you do overspend one week, your balance will reset every Monday with your next £77 credit. You can either pay as you go if you run out, use your kitchen in your cluster flat, or top up additional money through the loyalty plus app.

