

CATERED ACCOMMODATION TERMS AND CONDITIONS

Catered Accommodation will operate in Derwent dining, Vanbrugh food court and the Roger Kirk Centre (Galleria Restaurant). Residents turning up for meals in the wrong dining room will not be served and will be asked to return to their nominated catered dining hall. Under extenuating circumstances we reserve the right to substitute one outlet for another for either breakfast, dinner or both.

- Any changes during term time will be published **a)** on notices posted in Derwent / Vanbrugh / RKC dining room **b)** via social media channels Facebook / Twitter / Instagram (@UoYEatShopDrink) **c)** if you would like to be notified by email you can join the catered accommodation newsletter here:
bit.ly/Catered-Newsletter
- We reserve the right to change the dishes on our published menu cycles to; provide seasonal variation, in response to customer demand, as a result of shortfalls in ingredient deliveries or a change of supplier.
- University ID cards must be presented at all meal times.
- Meal allocations are fixed by time and to the venues outlined above.
- The value of missed meals cannot be refunded or transferred.
- Your meal allocation will expire each term after Friday dinner week 10. Any unused meal values cannot be refunded.
- The University will not be responsible for losses incurred on lost or stolen University ID cards.
- Lost, damaged or worn University ID cards should be reported to the Information Centre in Market Square. A charge for a replacement card may be applicable.
- Please present your University ID card to a member of University staff if requested to do so.
- The catering team reserves the right to refuse service should you not present your card at meal times, or if you attempt to use another persons card.
- The University shall not be held responsible, or deemed to be in breach of service by being unable to provide meal services in any catering outlet due to force majeure or any other cause beyond the University's control. Under such circumstances lost meal values will not be refunded. Wherever practicable, meals will be provided in another unaffected outlet, however this cannot be guaranteed.

For further information please contact the catered accommodation administration team:

☎ **+44(0)1904 328443**

☎ **+44(0)1904 328464**

☎ **+44(0)1904 328241**

✉ **admn564@york.ac.uk**