The scheme will operate in Derwent dining room, Vanbrugh dining room and the Roger Kirk Centre. Residents turning up for meals in the wrong dining room will be not be served and will be asked to return to their nominated catered dining hall. However, under extenuating circumstances we reserve the right to substitute one outlet for another for either breakfast or dinner or both.

- Any changes to the published information will be provided when you collect your card. Any changes during term time will be published a) on The University's York Extra information announcement system which 'pops up' when you log on to your University networked computer and b) On notices posted in Derwent / Vanbrugh / RKC dining rooms and c) Via your college administrator. Wherever practicable at least 5 days notice will be provided of any changes.
- We reserve the right to change the dishes on our published menu cycles to provide seasonal variation / as a result of shortfalls in ingredient deliveries or a change of supplier / in response to customer demand.
- Meal 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.
- The meal card will expire each term after Friday dinner week 10. Any unused meal values cannot be refunded.
- The card will be reactivated each term in time for breakfast Monday week 1.
- The card cannot be used to purchase alcohol and tobacco or any items from our retail stores or catering outlets.
- The value of meals shown on the card cannot be exchanged for cash/change.
- The card remains the property of The University at all times. Lost and broken cards should be reported to our catered college administrator Tel 01904 328443/ 328464, email admn564@york.ac.uk who will block future use of the card. A replacement card will be issued based on the last meal redeemed (according to system records). An administration fee of £10 will be charged for each replacement card issued.
- The University will not be responsible for losses incurred on lost or stolen cards.
- The University will retain any blocked cards.
- The cards are non-transferable and can only be used by the registered cardholder.
- Please present the card to a member of University staff if requested to do so.
- Residents moving from catered college accommodation into self-catering accommodation part way through a session let will be required to pay the catering charge of the existing fee up to and including Friday dinner of the week of the move. These meals can be redeemed. The meal card will be deactivated after the Friday dinner.
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 University of York, Commercial Services 01904 328443 / 328464.