**Food in Advance FAQ’s and terms and conditions**

**Where can I use FoodInAdvance?**

FoodInAdvance can be used in all the outlets highlighted on [our map](https://www.foodoncampus.manchester.ac.uk/find-us/) excluding Christies Bistro and

The Market at UoM. Your card can also be used at Brewed Café in Fallowfield.

What are the advantages of using FoodInAdvance?

There are many reasons to use FoodInAdvance including:

• 10% off purchases at Food On Campus outlets (excluding offers)

• Quick and easy method of payment

• Safer than cash

• Helps with budgeting

• Convenient

• Other people can top up your card on your behalf

**How do I start using FoodInAdvance?**

You just need to put some money on your card. Depending on whether you are a student or member of staff the way in which you do this varies as follows:

If you are a first year student, or in your second, third or postgraduate year of study and are still using the ID card provided to you when you joined the University, your card will have been automatically registered on your arrival to the University. Therefore you can just top up your card at the [University of Manchester estore](https://estore.manchester.ac.uk/product-catalogue/food-on-campus/food-in-advance-fad-scheme/food-in-advance-fad-scheme) or in one of our outlets. Please note, if you have lost or replaced your card during your period of study, you will need to re-register your card. Please follow the steps for staff members below.

If you are a member of staff, you will need to register your card before you can top it up. You can do this by email, sending your 8/9 digit ID number found on your staff/student card to food-in-advance@manchester.ac.uk Please ensure you include the issue number on your card too. This is the final digit after your ID number.

Staff members can also register online by visiting the University of Manchester [estore](https://estore.manchester.ac.uk/product-catalogue/food-on-campus/food-in-advance-fad-scheme/food-in-advance-fad-scheme). Again please ensure you include the issue number on your card too. This is the final digit after your ID number.

Please note: If you add funds in an outlet then these will be available to use straight away. If you add funds online then this can take up to 48 hours to register on your card. If you are unsure whether you have funds available on your card you can check this at any Food On Campus till point.

**What can I buy with FoodInAdvance?**

You won’t be able to use your card to pay for anything bought at The Market at the University of Manchester or Christies Bistro. In addition you won’t receive a 10% discount off existing offers (meal deals) however you can still use your card to pay.

**Are there any set-up fees?**

No, the money you put on your card is yours to spend on food and drink across Food On Campus

outlets including Uttley Café in Owens Park.

**How do I put money on my ID card?**

There are two ways to put money on your ID card:

1. Once registered, you can top up via cash or card at any till point (excluding Christie’s Bistro, The Smith Café and The Market at UoM) The minimum top up is £5.

2. Online by visiting the University of Manchester [estore](https://estore.manchester.ac.uk/product-catalogue/food-on-campus/food-in-advance-fad-scheme/food-in-advance-fad-scheme). Parents or third parties can also put funds onto your card online as long as they have your 8/9 digit ID number.

**How long will it take funds to be added?**

If you add funds in an outlet then these will be available to use straight away. If you add funds online then this can take up to 48 hours to register on your card.

**Is there a limit to how much I can put on my ID card?**

There is no limit to the amount that can go on the card, but the minimum top up is £5.

**Can others put money on my ID card?**

Yes, others can put money on your card [online](https://estore.manchester.ac.uk/product-catalogue/food-on-campus/food-in-advance-fad-scheme/food-in-advance-fad-scheme). All they need is your 8/9 digit ID number from your student/staff card (this also includes the issue number).

**Do I get discount on everything?**

No, discount is excluded on promotional offers such as meal deals.

**How can I check the balance on my card?**

You can check the balance on your card at all Food On Campus till points. Your remaining balance is also shown on the bottom of your receipt after every purchase, or you can email food-in-advance@manchester.ac.uk

**What if I don’t have enough on my card?**

You can pay part of the balance with what you have left on the card and the rest can be paid via cash/debit card.

**Is there a minimum / maximum spend?**

There is no minimum spend. The maximum spend per day is £50. However, if you feel this isn’t appropriate for you, email us and we can amend this for you.

**What happens if I lose my card or it is stolen?**

Please notify us by via email as soon as possible. The card will be cancelled as soon as it’s reported so that it is no longer possible to use it. Once you have been issued with a new ID card we will link any remaining credit to your new card once you have notified us of the new ID number.

**Is my money safe?**

Only you can use your card as the till operator will check the picture when you make a purchase. You will not be responsible for any transaction made after your card has been reported lost or stolen. If a cashier believes the card is being used fraudulently the sale will not be processed, the card will be retained and the matter taken further.

**My card isn’t working?**

Please notify us via email.

**Who do I contact if I have any queries with the card / scheme?**

Email food-in-advance@manchester.ac.uk and we will get back to you within two working days.

**What happens if I don’t use the money on my card?**

An account found to be inactive for a period of 18 months will be closed. Refunds will not be available after 18 months of inactivity.

**What happens if I no longer want to use FoodInAdvance?**

Please let us know why you wish to stop using the scheme, and send your name and 8/9 digit ID number to food-in-advance@manchester.ac.uk

Refunds from unspent balances will not be processed automatically in the event of you leaving the University. You must request to be withdrawn from the scheme to obtain a refund which can take up to 5 working days to process and be a minimum of £5.

**What happens if I have funds on the card at the end of term?**

These will be available during the following term, or at any point should you come back onto campus