



Terms & Conditions

1. **Eligibility.** Participation in the Brunel Food Wallet is limited to current students of the Brunel University of London.
2. **Your Right of Cancellation.** You may cancel your Brunel Food Wallet within 48 hours of purchase by contacting us at brunel@chartwells.co.uk
3. After this period, your account will be credited and no further cancellations will be accepted.
4. **Cancellations.** After the 48 hour period, changes will only be made if the University terminates the service or if you withdraw from your studies at the University. In the event of serious injury or illness, termination of an accommodation contract, or other exceptional circumstances, a refund may be given at the sole discretion of Chartwells.
5. **Changes to Brunel Food Wallet during Academic Year.** We will not substantially change the operation of the Brunel Food Wallet within the academic year covered by these Terms & Conditions, except in exceptional circumstances. Reasonable steps will always be taken to provide the service as described.
6. **Alcohol.** You cannot purchase alcohol with the Brunel Food Wallet.
7. **Personal Use Only.** The Brunel Food Wallet is non-transferable and may only be used by the individual to whom it is issued. You must not share access with another person. ID must be provided on request of a member of University catering staff.
8. **Credit.** Your Brunel Food Wallet provides the amount you credit it, plus the amount added as a bonus by Chartwells. All credit purchased by 12pm on a Friday will be uploaded and accessible the Monday after the day of purchase.
9. **Unused Credit.** Any unused balance rolls over to the following day and is accumulated until the 30th of June.
10. **Term Ending.** The Brunel Food Wallet ends on 30th of June. You will receive a reminder to use your credit before it disappears on the 30th of June.
11. **Partial Payments.** Brunel Food Wallet credit may be used as part payment. Any remaining balance must be paid using a debit or credit card.
12. **Term time and out of term.** The Brunel Food Wallet is valid during term time and out of term time as long as the catering units are open. The Brunel Food Wallet can be used during the working week (Monday to Friday) and during the weekends at the available open outlets.
13. **Where to use the Brunel Food Wallet.** Meals can only be purchased from The Junction (4 restaurants), Izzis Pizza, Liberty Grill. Meals are available subject to open times. Please check opening and closing times on the website. Snacks & light options available at Bite, 1966 and Change Please
14. **Where you can not use the Brunel Food Wallet.** The Brunel Food Wallet can not be used in Locos, Cost Cutter, Subway or Tortilla.
15. **Problems with the Brunel Food Wallet.** If you are encounter any issues with the Brunel Food Wallet please contact us at brunel@chartwells.co.uk