

Upay FAQs

Kellogg College



What is Upay?

Upay is an online bookings and payment system that allows College members to register and pay for various College events, and to pay for purchases made in the Dining Hall or the Hub Café.

Upay is the only way to book for Guest Night Dinners, the Garden Party, and certain other College events.

How do I create a Upay account?

Your Upay account is created for you automatically when you join the College. You should have received an email from Upay with login details which enable you to access your account.

If you cannot find your welcome email from Upay or think an account has not been created for you, please email hospitality@kellogg.ox.ac.uk. You are not able to register for an account yourself.

How do I login to my Upay account?

You can login to your account at www.upay.co.uk. There is also a Upay app available to download if you prefer.

Use the login details provided to you in your welcome email from Upay to access your account using the 'Email Address' and 'Password' boxes on the login page. Do not click the 'Register for a Upay Account' or 'Single Sign On' buttons.

A screenshot of the Upay login page. At the top center is the 'UPAY' logo. Below it are two input fields: 'Email Address' and 'Password'. The 'Email Address' field has a blue arrow pointing left, and the 'Password' field has a blue arrow pointing left and a 'Forgotten?' link. To the right of these fields are two dark buttons: 'REGISTER FOR A UPAY ACCOUNT' and 'SINGLE SIGN ON', both with blue arrows pointing right. Below the input fields is a dark 'LOGIN' button with a blue arrow pointing right. At the bottom left is a checkbox labeled 'Remember my username'. On the right side, there is a section titled 'WHAT IS UPAY?' with a short paragraph of text: 'Upay is a global payments, loyalty and promotions solution used in all types of retail and hospitality businesses. Features include click and collect ordering, trip booking and events.'

Once you have logged in, please change your password to something personal and memorable, by clicking on 'Account Management' > 'Change Password'.

How do I top up my Upay balance?

On the homepage, click 'Top Up' and select the amount you would like to top up your account by.



Then follow the instructions on the screen to input your card details and process the transaction.

If you need further assistance with topping up your Upay balance, please contact hospitality@kellogg.ox.ac.uk.

How do I book for an event on Upay?

After logging into your account, you will see a 'Book tickets!' button on the homepage – clicking on this shows you a list of upcoming events.



Select the event you would like to book and follow the on-screen instructions which will prompt you to:

- Select the number of tickets you would like to purchase – this number varies depending on the event and availability
- Enter your guests' names (if applicable)
- Enter any special requirements – use this box to include any dietary requirements, seating requests, and other information you would like to share with the Events team.



You will receive a confirmation email from Upay once you have booked for the event.

How do I change a booking?

To **purchase additional tickets** for an event, follow the same instructions for booking an event.

If no tickets are available to purchase, you have either already purchased the maximum number of tickets available to you for the event or the event is sold out. In this case, please email bookings@kellogg.ox.ac.uk to be added to the waiting list.

If you wish to **change the names of your guests, remove guests or update dietary requirements**, please contact bookings@kellogg.ox.ac.uk.

How do I cancel a booking?

Refund requests must be made at least five working days before the event date (e.g., for an event on Fri 8 March, the cancellation deadline is Friday 1 March). Refunds will not be issued for cancellations made after the deadline. Please see our Event Cancellation Policy document for further information.

To request a cancellation, please email bookings@kellogg.ox.ac.uk at least five working days before the event. Provided you have requested to cancel before the event's cancellation deadline, your tickets will be cancelled and your Upay account will be re-credited for the value of the tickets cancelled.

I can't book tickets on Upay/the event I want to attend is fully booked

Please email bookings@kellogg.ox.ac.uk. We may be able to re-shuffle ticket allocations to make more tickets available, or otherwise will add your name to the event's waiting list.

How do I use Upay to pay in the Dining Hall or the Hub?

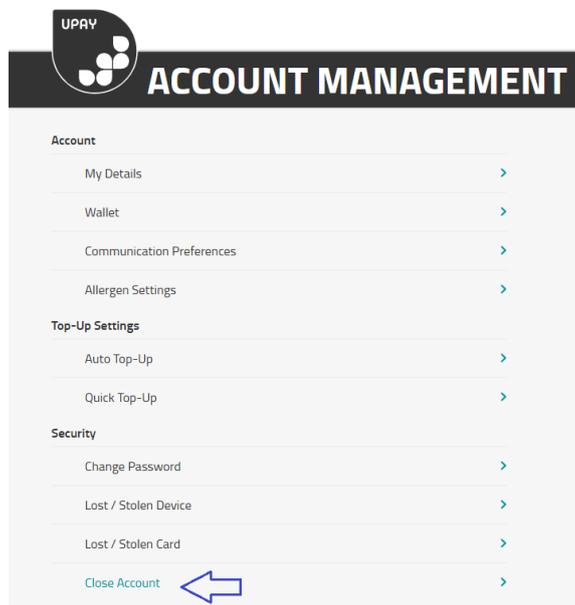
Your University card is linked to your Upay account. This enables you to pay for your regular College meals in the Dining Hall and any purchases made at the Hub Café using your University card, provided you have sufficient funds in your balance.

You can also download the Upay app to your Android or Apple smart device. The QR code displayed on your account can be scanned at the College tills to pay.

How can I refund my Upay balance back to my bank account?

The only way to transfer your Upay funds back into your bank account is to close your Upay account.

To do this, sign into your Upay account, go to 'Account Management' > 'Close Account'.



The next page will give you details on how much time the process will take and what to do – click 'Confirm' when ready. Then input your card details – this is the card account to which you want the refund amount transferred. When you confirm this, Upay will activate the transfer.

This process will also **close** your College Upay account. If you would like to re-open your account after this, please email hospitality@kellogg.ox.ac.uk.