

Upay Refund Procedure

Kellogg College



Kellogg members can close their Upay account any time they wish and get a full refund of any funds in their Upay balance. This can only be done by the member themselves.

To obtain a refund of your balance and close your Upay account, please follow these steps:

1. Sign into your Upay account.
2. Click on the three bars at the top of the home screen, go to 'Account Management' and then 'Close Account'.
3. The following page provides information on how much time the refund will take, what the process is, etc. Click 'Confirm' when ready.
4. Input your card details – this is the card count to which you want the refund amount transferred.
5. When you confirm this, Upay will activate the transfer.

This process automatically closes your College Upay account. If you wish to reactivate your account, please email hospitality@kellogg.ox.ac.uk.

If you are a graduating student, your Upay account will be made inactive after the expected end date of your studies. To continue to book College events or pay for College meals with your Upay account after you have finished your studies, please email hospitality@kellogg.ox.ac.uk and provide a new email address to attach to your account. We will change your Upay account to Alumni status and will reactivate your account.

Kellogg College Events Office
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