

## FAQ – Student union card

- 1. What are the advantages of using my student union card in your restaurants and cafés?**

With a charged student union card you will receive a discount in our cafes and restaurants. You can also use our unmanned check-outs which normally have a shorter cue than the manned check-outs
- 2. Where can I pay with my student union card?**

You can use your card in any of our cafes and restaurants on both Lindholmen and Johanneberg. Learn more about our different restaurants and cafes here <http://www.chalmerskonferens.se/>  
The card is also valid at Gasquen, FestU-parties, PU arrangements, ticket purchases for Spex and other arrangements within the union common areas, Kårservice, STORE, Café Linsen, Café Bulten and Café Hedvalls.
- 3. I have finished my studies at Chalmers, can I get a refund of my pre charged money?**

Yes! If you no longer studying at Chalmers we will refund the money remaining on your card. You have to contact us on [support@chalmerskonferens.se](mailto:support@chalmerskonferens.se) and then visit us in person and show an id-card. Then we can transfer the amount to the creditcard You used when charging.
- 4. Why do I not receive a discount if the card isn't charged?**

It's required that your card is charged to receive the discount. If you don't have enough of money for the purchase on your card, you can still pay with it and choose to pay the remaining amount with other means of payment but you will not receive any discounts on the purchase.
- 5. Where can I top up my card?**

You can top up your card on our website <http://www.chalmerskonferens.se/gastkarkort/karkort> or in one of our manned checkouts. Select the correct card type and click on the icon to download.
- 6. Why should I register my email address for my card?**

Your email address only need to be registered when using our web services and is then required to receive receipts.
- 7. How do I get a card statement?**

Log on to our web service, there is a function for the account statement. <http://www.chalmerskonferens.se/gastkarkort/karkort>

**8. Why is the minimum top up amount 400 sek at the check outs?**

The reason is that we purposely strive to direct our guests to charge their card on the website where the minimum payment is 200 sek. The more people that choose the option to use our web service, the shorter queues and increased availability at the cash outs.

**9. What is the Periodic charge?**

You can choose to top your card occasionally or automatically charge with money under four different options:

- a. Minimum level. Your card is charged only with a given amount (minimum of 200 sek) when your card value falls below a minimum value. (minimum 100 sek)
- b. The card is always charged first day of the month with a set amount (minimum 200 sek)
- c. The card is always loaded last day of the month with a set amount (minimum 200 sek)
- d. The card is always charged a specific day of the month with a set amount (at least 200 sek)

**10. How do I subscribe to a periodic charge?**

On our website you find a detailed [manual](#) on how to proceed.

**11. How do I end my periodic charge?**

You can end the periodic charge by clicking on the button "Avsluta periodiskt".

**12. I have received a new debit card and now the periodic charge isn't working?**

If you have changed your debit card, you must re-connect it again. Leave the field for the CCV code blank, the terminal where you enter your new debit card information will now reappear. Your new card is now connected to periodic charging.

**13. Who can access my credit card details if I agree to the periodic charging?**

It is safe to charge your card online. Please read our full terms and conditions here <http://www.chalmerskonferens.se/wp-content/uploads/Anvndarvillkor2.pdf>

**14. I have lost my student card. What do I do?**

If you have lost your card, we will help you to block it to prevent someone else using it at our checkouts. Contact us by e-mail [support@chalmerskonferens.se](mailto:support@chalmerskonferens.se) and we will help you. To order a new card, you should turn to the Student Union Office. If you had money left on your lost card, these will be transferred to your new card after you've received it.

**15. What is a temporary student card?**

When you are a new student at Chalmers it takes a few weeks into the term before you receive your student card from Mecenat. To allow you to receive your discounts you will be provided with a temporary student card. This card is used in exactly the same way as a normal student card. It has a validity period and the card expires when this has passed. You must then return your temporary card to us in any of our manned checkouts.

**16. My temporary student card is blocked and I have money left on it.**

Bring your temporary card along with your new card from Mecenat to J. A Pripps Pub & Café or 'Kokboken' our staff will help you to transfer the money.