

FAQ Guest card

1. Where do I apply for a guest card?

You can apply for a guest card at all our manned cash registers. You fill in the voucher supplied with all your details and leave it with the cashier, you receive your card which can be used directly. You can even register your card on your own on our website at: <http://www.chalmerskonferens.se/gastkarkort/gastkort/> choose the correct card type and fill in all your details to register your card direct.

2. How much does a guest card cost?

Guest cards are free.

3. What are the advantages of having a guest card?

With a charged guest card you receive discounts in our cafés and restaurants. You can even use our unmanned cash registers which have shorter or no queues for your purchases.

4. Where can I use my card?

You can use your card in all our cafés and restaurants both at Johanneberg, Lindholmen and at Universeum. Read more about our different cafés and restaurants at: <http://www.chalmerskonferens.se/>

In addition you can also use your card at Cremona, Café Linsen, Café Bulten and Café Hedvalls.

5. Why should I register my card?

When your card is registered with your details we can easily block it if you happen to lose it. We can even help you with withdrawals from your account and other transactions if the card is registered in your name.

6. How do I register my card?

The easiest way is on our website at:

<http://www.chalmerskonferens.se/gastkarkort/gastkort/> choose the correct card type symbol to register your card and fill in your details. You can also fill the voucher that comes with your card and leave it with the cashier.

7. What are the advantages of having my card pre-charged?

With a pre-charged guest card you can avoid queues by using our unmanned cash registers that often have less or no queues.

8. I have stopped working for/visiting Chalmers can I receive my money back from a charged card?

Yes, if you are no longer going to visit our facilities. Contact personnel at our units and we will assist you further.

9. **Why do I not receive a discount if my card is not charged?**

To receive discounts your card needs to be charged with funds to the full amount of your purchase. If there are insufficient funds on your card for the whole amount of your purchase you may choose an alternative payment method for the remaining balance but you will not receive the discount.

10. **Where can I charge my card?**

You can charge your card on our website at:

<http://www.chalmerskonferens.se/gastkarkort/gastkort/> or at one of our manned cash registers. Choose the correct card type symbol and click on it to charge on the website.

11. **Why is the lowest amount 400 SEK to charge a card at cash registers?**

The reason is that we are consciously trying to steer our guests to charge their cards on our website. This shortens queues at cash registers.

If you would like to charge your card with less than 400 SEK then charging on our website is recommended where 200 SEK is the lowest amount you can charge.

12. **What is periodical charging?**

You can choose to charge your card occasionally or automatically choosing one of 4 alternatives:

- Mini level. Your card is first charged with an amount of your choice (minimum of 200 SEK) when your card goes below **a minimum level of your choice** (at least 100 SEK) it is automatically charged again with the amount you chose in the beginning.
- Card is always charged the **first day** of every month with an amount of your choice (minimum 200 SEK)
- Card is always charged the **last day** of every month with an amount of your choice (minimum 200 SEK)
- Card is always charged on a **specific day** of every month with an amount of your choice (minimum 200 SEK)

13. **How do I set-up a periodical charge?**

On our website there is a detailed [manual](#) on how you go about it.

14. **How do I end my periodical charge?**

You can end a periodical charge whenever you want to by just clicking on: "**Avsluta periodiskt**".

15. **I have received a new card and my periodical charge does not work any longer.**

If you have received a new card you will need to set-up a new periodical charge again. Leave the field for the CCV-code empty, you will then be asked for the information of your new card that you need to fill in. Your new card is set-up for periodical charging again.

16. **Who has access to all my personal card details when I set-up a periodical charge?**

It is secure to charge your card on our website. For full details please read our user terms [here](#).

17. **I have lost my card. What do I do?**

Contact us at support@chalmerskonferens.se and we will help you block your old card

and get a new one cost free. If you had funds on your old card, we transfer them over to your new card. A prerequisite is that you know your old card number or that you have registered the old card in your name.