

## FAQ Guest card

**1. Where do I apply for a guest card?**

In one of our service centers:

- Union service Johanneberg
- STORE
- Weekends
- Universeum, The café at the entrance
- Visitor Center Lindholmen

**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:

<https://www.chalmerskonferens.se/>

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

**5. Why should I register my card?**

Once the card is registered in your name, we can quickly and easily block your card if you should get rid of it. Your email address is your username for our web service

<https://chalmersstudentkar.microdeb.me/>

**6. How do I get a bank statement / receipt for my card?**

Log in to our web service and there is a function for bank statements and digital receipts.

<https://chalmersstudentkar.microdeb.me/>

**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 near / visiting your units, can I get my charged money back?**

Yes! If you no longer visit our units, you can get back the money you have left on your card.

The card needs to be registered in your name, bring identification.

Visit one of our guest card service centers.

- Union service Johanneberg
- STORE
- Weekends
- Universeum
- Visitor Center Lindholmen

**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 load your card on our website <https://chalmersstudentkar.microdeb.me/> with SWISH or in one of our staffed cash registers.

**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 300 SEK is the lowest amount you can charge.

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

You can call on weekdays between 08.00-16.00 on telephone 031-772 3953 or send an email to [support@chalmerskonferens.se](mailto:support@chalmerskonferens.se) and we will help you block your card. If you had money left on your card, we will transfer these to a new card. A prerequisite for us to be able to do this is that you know your old card number or had registered the card in your name.

**13. How long is the validity period on the card?**

The card is valid for five years after the last transaction.