

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 all our cafés and restaurants at both Lindholmen, Johanneberg and at Universeum. The card is also valid at Gasquen, FestU parties, PU events, ticket purchases for Spex and other events within the central parts of the union, union service, STORE, Café Linsen, Café Bulten and Café Hedvalls and more.

3. I have finished my studies at Chalmers, can I get a refund of my pre charged money?

Yes! If you no longer study at Chalmers, you can get back the money you have left on your card. You need to contact us at desk@chalmersstudentkar.se first and then come in person to information desk in Kårhuset Johanneberg and show identification, then we can transfer the amount to the bank card you used to charge the card.

4. Why do I no longer receive a membership discount?

To get a discount with your card, you must be a member of Chalmers Student Union. Make sure that you have paid the union fee by logging in to the member portal.

<https://medlem.chalmersstudentkar.se/sv/login>

Membership for the semesters expires in February and September of the following semester. For questions about membership, see <https://chalmersstudentkar.se/membership/> or contact the Student Union at desk@chalmersstudentkar.se

5. 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.

6. Where can I top up my card?

On the student union's app on your phone you can top up your card. The username is the same as Your student email, CID@student.chalmers.se

PhD student? Please use your @chalmers.se email that you entered when registering for union membership.

Charging of union cards is done with SWISH. We have chosen to only accept SWISH as a means of payment to keep costs down, which provides a better opportunity for advantageous discounts. If you do not have SWISH or do not want to charge via our website, you can charge the card in one of our units with a credit card

7. How do I get a bank statement / receipt for my transactions on the card?

Log in to the student union's app on your phone and you can see your transactions and download digital receipts

8. Why is the minimum charge amount SEK 400 at the checkouts?

The reason is that we consciously want to direct our guests to upload their card on the web. When more people choose that option, the queues decrease and thus the availability

increases. If you want to charge a lower amount, you can charge via the app where the minimum amount is SEK 300.

9. I have lost my union card. What do I do?

You block your card by sending an email to desk@chalmersstudentkar.se and we will help you block your card to prevent someone else from using the card. You can then also order a new union card which will be sent to you by post. If you had money left on your lost card, these will be transferred to your new card.