

FAQ Guestcard

1. Where do I apply for a guest card? At any of our service centers:
 - Student Union Service Johanneberg
 - STORE
 - Wijkanders
 - Universeum, the Café by the entrance
 - Visitor Centre Lindholmen
2. How much does a guest card cost? The card is free of charge.
3. What are the benefits of having a guest card? With a loaded guest card, you get nice discounts in our cafés and restaurants. You can also use our unmanned cash registers, which often have shorter waiting times than the manned cash registers.
With a registered guest card, you can also load your card and purchase certain products on your phone.
4. Where can I pay with my card? You can use your card in all our cafés and restaurants at Lindholmen, Johanneberg, and at Universeum. Read more about our various restaurants and cafés here: <https://www.chalmerskonferens.se/> In addition to our units, the card is also valid at Café Linsen, Café Bulten, and Café Hedvalls.
5. Why should I register my card? When the card is registered in your name, we can quickly and easily block your card if you should lose it. You can also use our digital services and see your purchase history. Your email address is your username for our web service: <https://chalmersstudentkar.microdeb.me/>
6. How do I get a statement/receipt for my card? Log in to our web service on your phone, and there is a function for statements and digital receipts. <https://chalmersstudentkar.microdeb.me/>
7. What are the benefits of loading my card in advance via our web service? When you have preloaded your card with money, you can use our unmanned cash registers. The unmanned cash registers are faster and often have shorter queues.
8. I have stopped working near/visiting your units, can I get my loaded 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 service centers for guest cards.
 - Student Union Service Johanneberg
 - STORE
 - Wijkanders
 - Universeum
 - Visitor Centre Lindholmen

9. Why don't I get a discount if the card is not loaded? To get a discount with your card, it needs to be loaded with money. If there is not enough coverage for the purchase on your card, you can still pay with it and choose to pay the remaining amount with another payment method, but you will not receive a discount on the purchase.
10. Where can I load my card? You can load your card on our website <https://chalmersstudentkar.microdeb.me/> with SWISH on your phone or at any of our manned cash registers with a debit/credit card.
11. Why is the minimum loading amount 400 SEK at the cash registers? The reason is that we deliberately want to steer our guests to load their cards on the web. When more choose this option, it reduces the queues and thus increases accessibility. If you want to load a lower amount, you can do so via the website where the minimum amount is 300 SEK.
12. I have lost my card. What do I do? You can call on weekdays between 08:00-16:00 at phone number 031-772 3953 or send an email to support@chalmerskonferens.se, and we will help you to block your card. If you had money left on your card, we will transfer it 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 card valid? The card is valid for five years after the last transaction.