

FAQ Student union card

1. What are the benefits of using your union card in your restaurants and cafés? With a charged union card, you get nice discounts in our cafés and restaurants. You can also use our unmanned checkouts which often have shorter waiting times than the manned checkouts.
2. Where can I pay with my 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 Union's central parts, Union Services, STORE, Café Linsen, Café Bulten, and Café Hedvalls among others.
3. I have stopped studying at Chalmers, can I get my charged money back? 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 the Union Service in the union building Johanneberg and show identification, then we can transfer the amount to the bank card you used to charge the card. We cannot refund the money remotely.
4. Why don't I get a membership discount anymore? To get a discount with your card, you need to be a member of the Chalmers Student Union. Make sure you have paid the union fee by logging into the membership portal. <https://medlem.chalmersstudentkar.se/sv/login> The membership for the terms expires in February and September the following term. For questions about the membership, see <https://chalmersstudentkar.se/membership/> or contact the Student Union at desk@chalmersstudentkar.se
5. Why don't I get a discount if the card is not charged? To get a discount with your card, it needs to be charged 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 means of payment, but you will not receive a discount on the purchase.
6. Where can I charge my card? You charge your card via the Union's app. Your username is the same as your student email CID@student.chalmers.se. For doctoral students, it is the @chalmers.se address you provided when you applied for membership. Charging of the union card is done with SWISH. We have chosen to only accept SWISH as a payment method to keep costs down, which provides a better opportunity for advantageous discounts. If you do not have SWISH or do not want to charge through our website, you can charge the card at one of our units with a debit/credit card.
7. How do I get a statement/receipt for my transactions on the card? Log in via the union's app, and you can see your transactions and retrieve digital receipts.
8. Why is the minimum charge amount 400 SEK at the checkouts? The reason is that we deliberately want to direct our guests to charge their card online. When more choose this option, it reduces queues and thus increases accessibility. If you want to load a lower amount, you can load via the app where the minimum amount is 300 SEK.
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 anyone else

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from using it. You can then also order a new union card which will be sent to you by mail. If you had money left on your lost card, these will be transferred to your new card.