

CATERED PACKAGE FAQs

What is the Catered Package?

The Catered Package is a pre-paid meal plan for students staying in University of Southampton Halls of Residence. It provides a weekly meal allowance that can be used at any Campus Kitchen outlet across different campuses.

Do I get any discounts?

Catered Package student will receive 20% off all plated hot meals

What are the two options for the Catered Package?

- With a 41 week accommodation contract, the Catered Package will be active for 32 weeks (term time & Freshers' week)
- With a 51 week contract, the Catered Package will be active for the full duration of your accommodation contract.

How do I purchase the Catered Package?

The Catered Package can only be purchased upon acceptance of your University place. When you confirm your accommodation, there will be an option for you to select the Catered Package. This will then be added onto your accommodation contract.

How do I use the Catered Package?

A £60 allowance per week will be added to your Student ID card upon registration. When visiting Campus Kitchen outlets you tap your Student ID card onto a card reader and the total is deducted from your balance.

What day of the week does the allowance start?

Student cards get populated with the allowance every Sunday at 00:01, the week then runs until Saturday at 23:59.

Is there a minimum/maximum spend?

No there isn't! Your £60 allowance is to use throughout the week which doesn't carry over.

When can I purchase food?

You can purchase food throughout the day, you'll find all of our opening times on our website.



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Where can I use my Catered Package at the weekend?

A two course brunch is available at Highfield Hall over the weekend. Starbucks in the Library is also open offering the full range of grab-and-go items as well as a range of pre-prepared meals which can be heated in the microwaves provided. The Atrium is also open to purchase grab-and-go options.

Are there options for specific dietary needs?

Absolutely! We cater for all dietary needs including food allergies, intolerances and diet preferences such as vegan and vegetarian.

Can I take food away?

Of course! We encourage forward planning of meals so that you can make the most out of your Catered Package.

How do I know how much I have left to spend?

You will need to visit an outlet and tap your card on the reader, the Catering Assistant will be able to tell you your remaining balance

What happens if I lose my Student ID card or forget to bring it with me?

Don't worry! If your card is lost or stolen, you can still make purchases by providing photo identification and your student number at the till. Be sure to report the loss and get a replacement card as soon as possible.

Can I cancel or be refunded for my Catered Package?

The package cannot be refunded or cancelled unless you withdraw or are suspended from the University.

How do I find out more information or contact the Catering Team?

We're here to help! We can offer advice and guidance of how you can make the most out of your Package and answer any additional questions you may have.

Email us at: food@soton.ac.uk