

Student ID Card Policy



Introduction

Your Student ID Card identifies you as a student of Royal Holloway, University of London. It acts as proof of your identity on campus and allows you to access a range of university facilities and services including the Library, Sports Centre (if you are a member), IT Services and the Students' Union. The expiry date on the card will be the date you are expected to complete your course at the time we issue your card.

Conditions of Use

As a Student ID Card holder, you are expected to:

1. Always carry your card with you when you are on university premises.
2. Present your Student ID Card on request to university staff. You will be asked to present your card when accessing a range of facilities and when attending in-person examinations.
3. Use your card responsibly. The card is unique to you and is non-transferrable. You should never allow anyone else to borrow or use your Student ID Card.
4. Only have one card. If you lose your card and get a replacement and then find your old card you will need to hand-in the old card to the Student Services Centre.

Please note that the card remains the property of Royal Holloway, University of London at all times.

If you find a Student ID Card on campus please return it to the [Student Services Centre](#). Outside of our opening hours, please return it to the Security team in Founder's East.

If you have lost your card or it has been stolen, it is important that you report it straightway to the Student Services Centre. We can then apply a temporary block on your card until you find it or get a replacement.

Campus Account

Your Student ID Card will also give you access to your Campus Account. When your Account is in credit, you will be able to pay for purchases in the many dining halls, cafes, bars and shops on campus with your Student ID Card. Your Campus Account offers a number of benefits including:

1. All students automatically save paying the VAT (20 per cent) on most food and hot drinks bought in university run outlets with their Campus Account.
2. You can top up online through **UpayChilli**.
3. You can set up a link between your Campus Account and bank account, making budgeting and checks on spending really easy and, have ready access to your money on campus.
4. We provide a £2 overdraft on all Campus Accounts. This means if you spend a little too much or have forgotten to top up, you can still get your savings.

5. For every pound you spend in a transaction, we'll give you a loyalty point which can be cashed in once you have amassed a minimum of 100 points (each loyalty point is equivalent to 1 pence) saving you even more.
6. Using your Campus Account is a lot more secure than cash. Your Student ID Card carries a photograph of you, which decreases the likelihood of it being used fraudulently.

Please see the following terms and conditions of the Campus Account:

1. The Campus Account is only available to students, staff and contractors of Royal Holloway, University of London.
2. Royal Holloway, University of London is not liable for any financial loss incurred prior to a card being reported lost or stolen.
3. The Campus Account is strictly non-transferable and may not be used by other people.
4. Sufficient funds must be in place before a purchase can be made from the Campus Account.
5. The Campus Account may be used in all catering/retail outlets managed by Commercial Services.

Card Replacement

If you need a replacement card, please read the relevant option below:

Expired cards

If your Student ID Card has expired, a replacement card will be issued free of charge. As part of the replacement card process, you will be asked for evidence that your current card has expired before a free replacement is issued to you.

Stolen cards

If you have been a victim of crime and have had your Student ID Card stolen, a replacement card will be issued free of charge on production of a police crime reference number.

Damaged cards

If your Student ID Card is damaged because of reasonable wear and tear, a replacement card will be issued free of charge. As part of the replacement card process, you will be asked for evidence that your current card is damaged before a free replacement is issued to you.

Please note we reserve the right to charge £10 for the replacement if your card has been wilfully damaged.

Lost cards

If you lose your Student ID Card, there is a £10 charge to issue a replacement. Please note, once purchased, a Student ID Card is non-refundable, even if you find the original.

Change of Name

If you've submitted a change of name request and your name has been updated on your student record, a replacement Student ID Card will be issued to you free of charge in your new name.

Student ID Card Photo

You are required to provide a photo for your Student ID Card. Before starting a course with us you will be asked to submit a passport style photo via the Enrolment section in Campus Connect. Photos must meet the requirements specified in the [Photo Selection Guide](#), and all photos are subject to approval before being used on the Student ID Card.

Once your image is approved, your photo will be stored in Campus Connect and staff will be able to view your photo for identification purposes. As per the University data retention policy photos are stored for 7 years after a student's departure.

If you request to change your photo once your card has been issued, you will be charged a fee of £10 to re-print your Student ID Card. If during your studies, your appearance changes significantly we will not charge a fee to re-print your card.

Interrupting your Studies or Withdrawing from University

If you interrupt your studies, you should retain your Student ID card for use when you return. Once you have resumed your studies you can replace your Student ID Card shortly before it expires as per the replacement card process.

If you withdraw from the University, you must return your Student ID Card to the Student Services Centre prior to leaving.

Further Information

If you have any other questions about your Student ID Card please contact the [Student Services Centre](#).