



**Northumbria
University**
NEWCASTLE



Chartwells
So much more than fantastic food

TERM-TIME NORTHUMBRIA FOOD WALLET DOCUMENT

NORTHUMBRIA UNIVERSITY NEWCASTLE

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The most cost-effective way to buy food on campus

NORTHUMBRIA FOOD WALLET

- Opt for our Northumbria Food Wallet catering package and receive up to 20% off your on campus eats.
- Northumbria Food Wallet **offers credit to spend at Northumbria University catering outlets across campus**, when ordering via our Time2Eat app. A bonus of up to 20% will be applied to the value of the package, which can equate to **savings of up to £210 per year**. For parents, you can be sure that your young adult has access to nutritious and tasty food throughout their time at university.
- Your Northumbria Food Wallet credit will accumulate over the course of the academic year and will be accessible until the 31st of July. **Your credit does not disappear during the academic year**. However, **the scheme runs to 31st July and any remaining credit on your app will disappear after that date**, you will receive a reminder if you have credit leading up to that date.
- All credit purchased by 12pm on a Friday will be uploaded and accessible by the Monday after purchase. Your credit is uploaded to the Time2Eat e-wallet.
- Students can choose to eat at Habita, Cafe Central, CCE Starbucks, Communita (Coach Lane Campus) & Foragers Pod (Coach Lane Campus)
- All Northumbria Food Wallet accounts can be topped up by you, family or friends at any time.
- The Northumbria Food Wallet is linked to the **Social and promotional calendar** so students can access exclusive offers, discounts, and make new friends.
- **Alcohol cannot be purchased** within the Northumbria Food Wallet offer.
- The packages have been priced based on our experience of average daily student expenditure on campus, which equates to £8 a day. You can easily purchase a hot meal and a speciality coffee within this budget.

Package	Price you pay	Bonus	Value of package	Your bonus
Taster Package	£50	10%	£55	£5
Essential Package (recommended for 4 weeks*)	£126	10%	£140	£14
Semester Pass (recommended for one semester*)	£357	15%	£420	£63
Gourmet Pass (recommended for the academic year*)	£840	20%	£1,050	£210

- Depending on spend volume and frequency



WHY STUDENTS LOVE THE NORTHUMBRIA FOOD WALLET

Dine with Friends

Build your social circle and connect with the campus community over great food. Dining becomes part of your student life.

Learn How to Budget

With money already set aside for your meals, you'll get hands-on experience managing a food budget. Top it up yourself, or share the link with friends and family, and they can gift you funds for food.

No More Cooking Stress

Whether you can't cook, don't want to, or simply don't have time - we've got you covered. Quality meals daily, ready when you are.

All the Coffee and Snacks You Need

Yes, hot drinks, crisps and sandwiches are included. Refuel between lectures without worrying about daily costs stacking up.

Serious Bonuses

Receive up to £210 by purchasing your meals in advance. The gourmet year pass gives you an incredible 20% bonus.

Exclusive Perks

Get access to cooking classes, pop-up student events, new menu launches just for Northumbria Food Wallet members.

Eat Better, Live Better

Enjoy professionally prepared meals made with high-quality, sustainable ingredients.

Fit Dining Around Your Life

Flexible meal times that fit your study schedule, lectures, or early evenings out. Eat when it suits you, across both City Campus & Coach Lane Campus. Choose to eat in, click & collect or have it delivered.

A photograph of Executive Chef Roberta Handy in a kitchen. She is wearing a white chef's coat and a black apron. The kitchen has stainless steel counters and white cabinets. The text 'EXECUTIVE CHEF ROBERTA HANDY' is overlaid in the top left corner.

EXECUTIVE CHEF
ROBERTA HANDY

WHY FAMILIES APPROVE THE NORTHUMBRIA FOOD WALLET

Is it just because it's the most cost-effective way to buy food on campus?

IT'S ALSO BECAUSE OF...

Peace of Mind, Every Day

Know your young adult is eating healthy and nutritious meals every day* – without the risks of irregular eating or skipping meals.

Smart Financial Planning

Northumbria Food Wallet helps students stick to a set food budget. This avoids unhealthy takeaways and overspending on groceries.

No Alcohol Spend, Ever

You can rest assured: not a single penny from the Northumbria Food Wallet can be used to purchase alcohol on campus.

Health & Safety First

We have a live allergen tracking system and trained staff available to help students manage dietary restrictions or intolerances safely.

- Depending on spend volume and frequency

Convenience = More Time for Studies

Less time shopping, cooking, and cleaning means more time focusing on academic success.

Reliable, Quality Nutrition

All meals are cooked by professionals, using fresh, sustainably sourced ingredients. A balanced diet supports better energy, focus, and wellbeing.

Where Friendships Begin

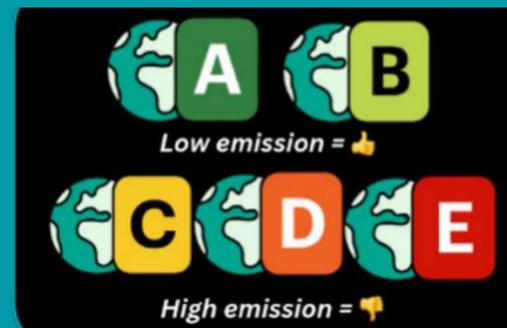
Eating on campus gives your student daily opportunities to connect with others in a relaxed, social setting. With access to exclusive events, the Northumbria Food Wallet helps them build friendships, feel part of the community, and settle into university life more quickly and confidently.

BENEFITS OF THE NORTHUMBRIA FOOD WALLET

COST EFFECTIVE AND DOES GOOD FOR THE PLANET TOO!

Carbon labelling of dishes

Our dishes are carbon rated A-E, with A&B rated dishes being the healthiest options, have the lowest carbon footprint and are cheaper than any other main dishes across campus.



DeliverYOU!

No need to spend funds off campus on expensive deliveries. At Northumbria Uni Food, we deliver to every building on campus, so order, sit back and relax and we will bring your food to you!

Allergen Safe

You can rest assured all of our dishes have the allergen information at your fingertips. Stay safe and make informed decisions on what to eat and drink

Health & Safety First

We have 5 star Environmental Health Ratings in all our outlets, giving you the security that all our food is safe. We can trace all products back to point of origin.

Sustainability

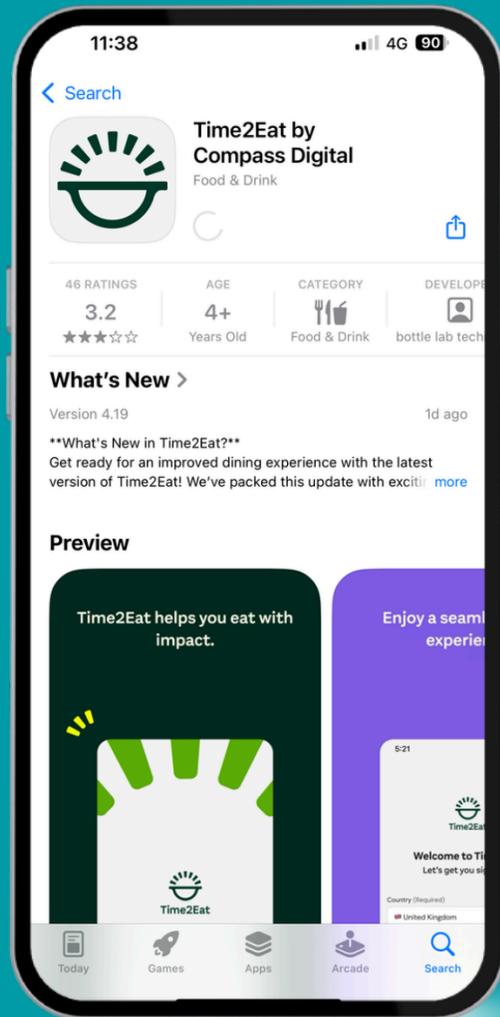
We partner with the University to make our catering as sustainable as possible. We redistribute excess food, use initiatives like 'Too Good To Go', have halved our food waste since bringing in digital ordering systems, purchase uniforms made of recycled material and plastics and have very ambitious Net Zero targets across our business, reducing costs to Northumbria University and doing good for the planet.

Social Media Communications

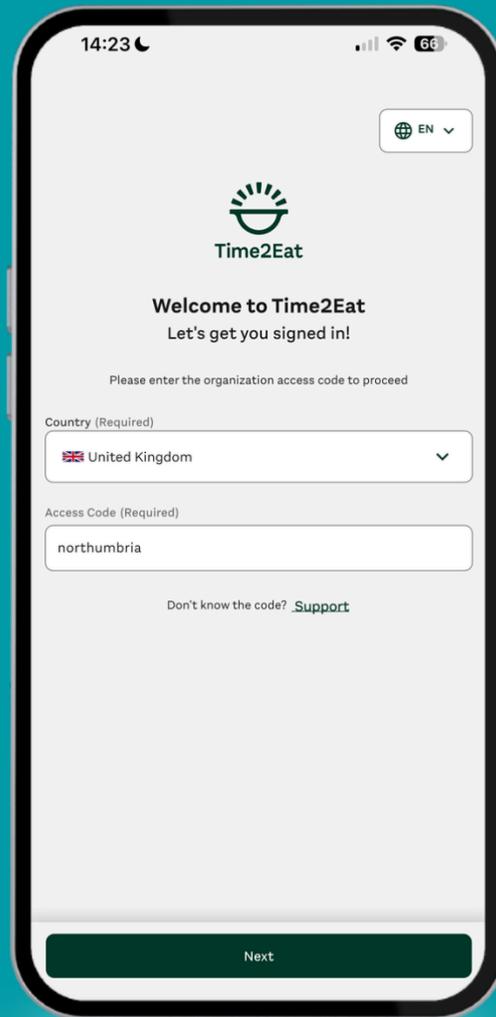
Our Instagram channel (@northumbriaunifood) showcases flash deals, discounts, events, pop up stalls and everything student focussed. Following us gives you the heads up on everything happening in the world of food at the university



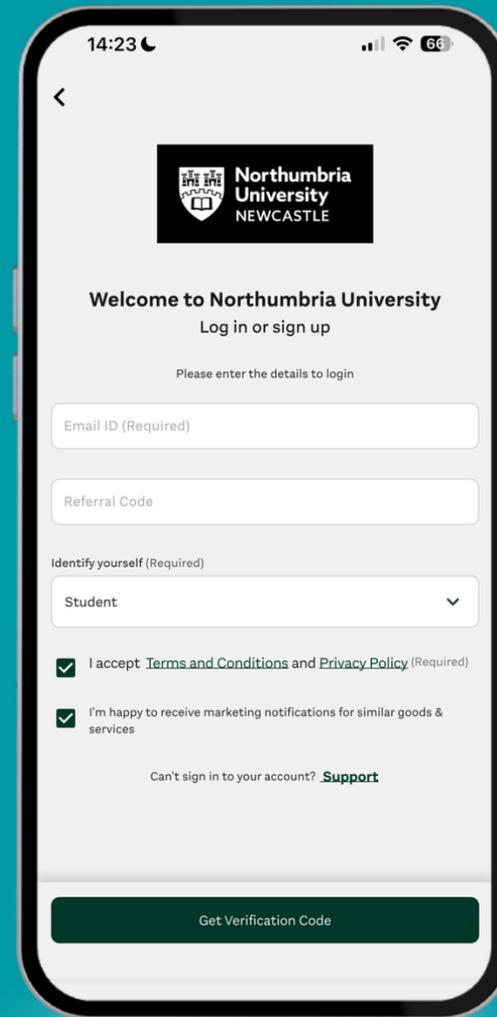
LOGGING ON TO THE APP



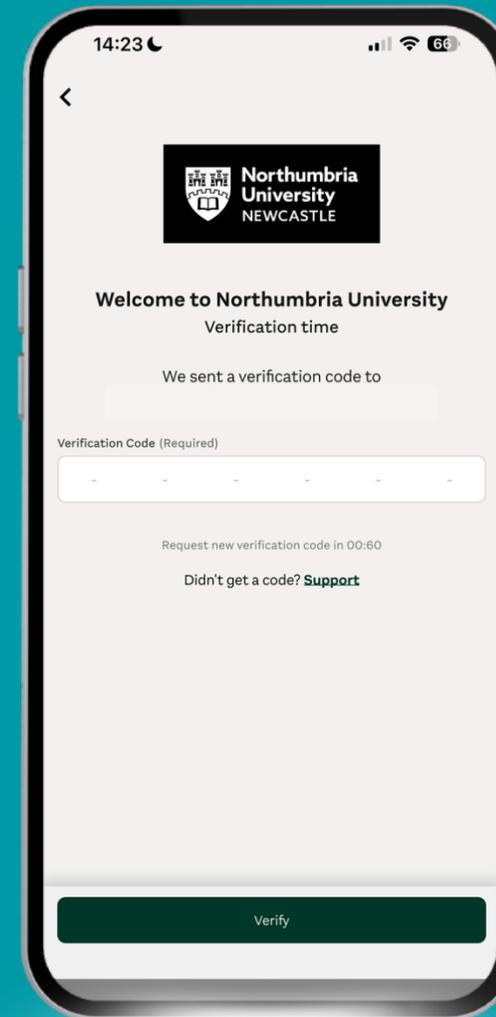
1 Download the Time2Eat app



2 • Country: UK
• Access Code: northumbria

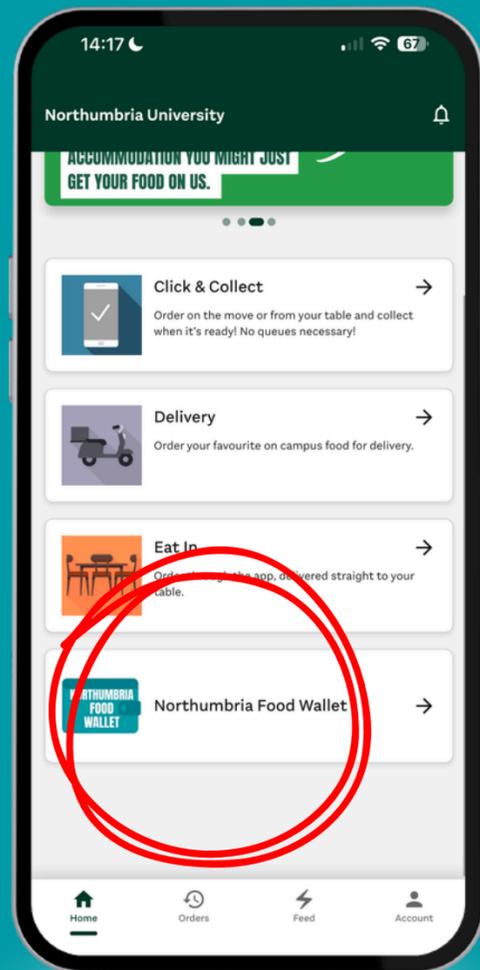


3 • Enter **Northumbria** email
• Leave referral code blank
• Input that you're a student



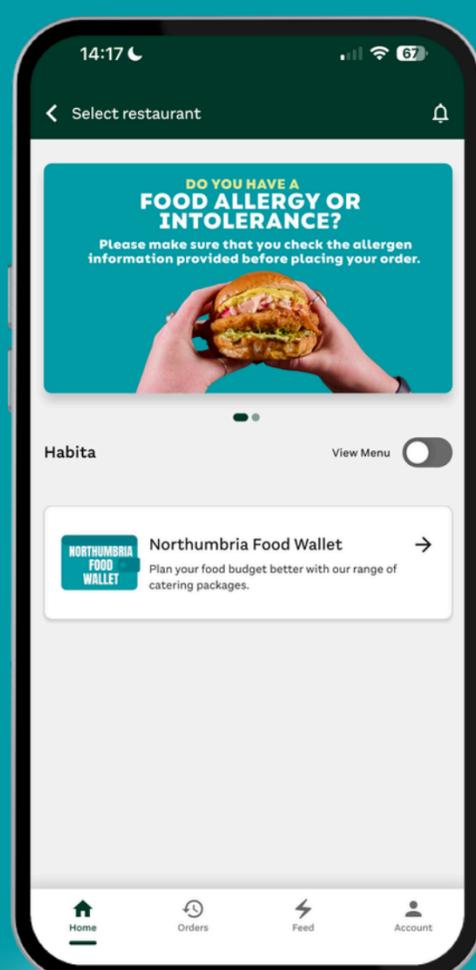
4 Enter verification code sent to **Northumbria** email address

HOW TO ORDER A NORTHUMBRIA FOOD WALLET MEAL PLAN PACKAGE



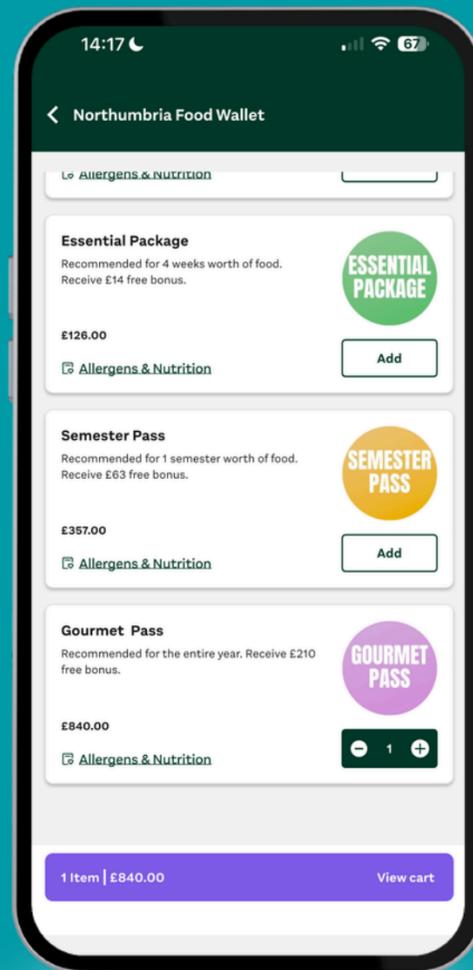
1

Open the Time2Eat app and select 'Northumbria Food Wallet'



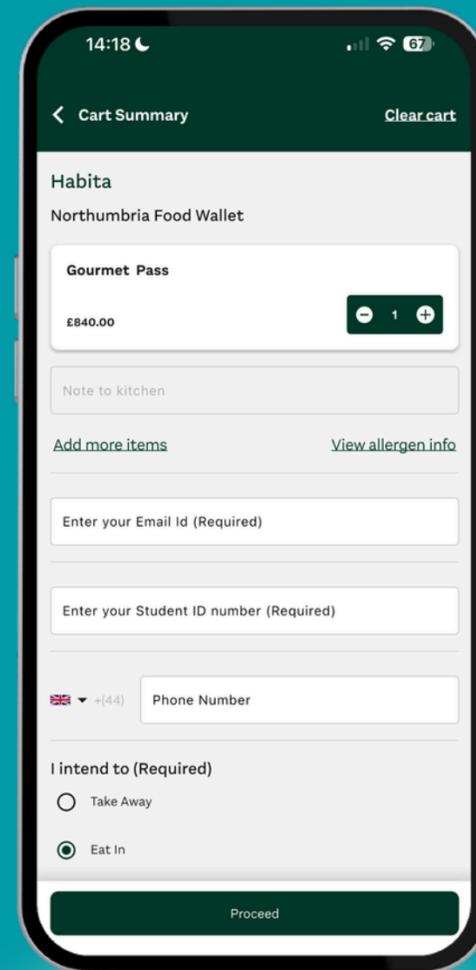
2

Select 'Northumbria Food Wallet'



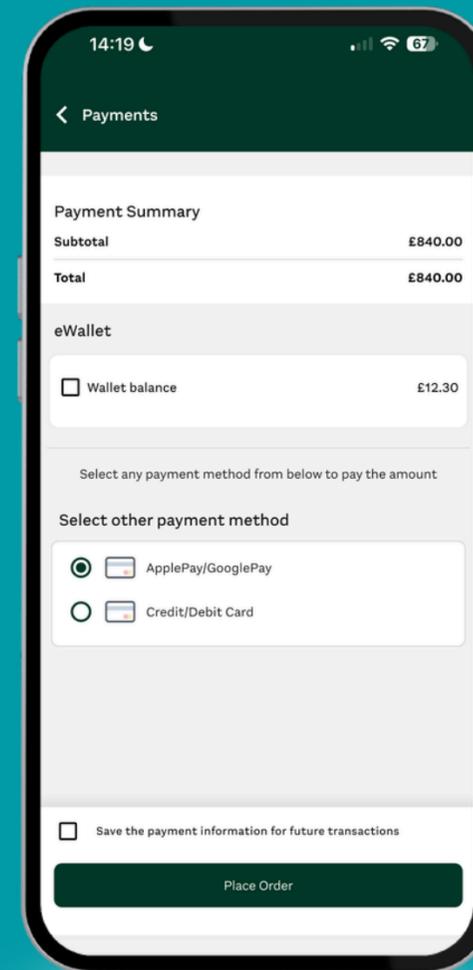
3

Add the package that you would like. Then click 'View cart'



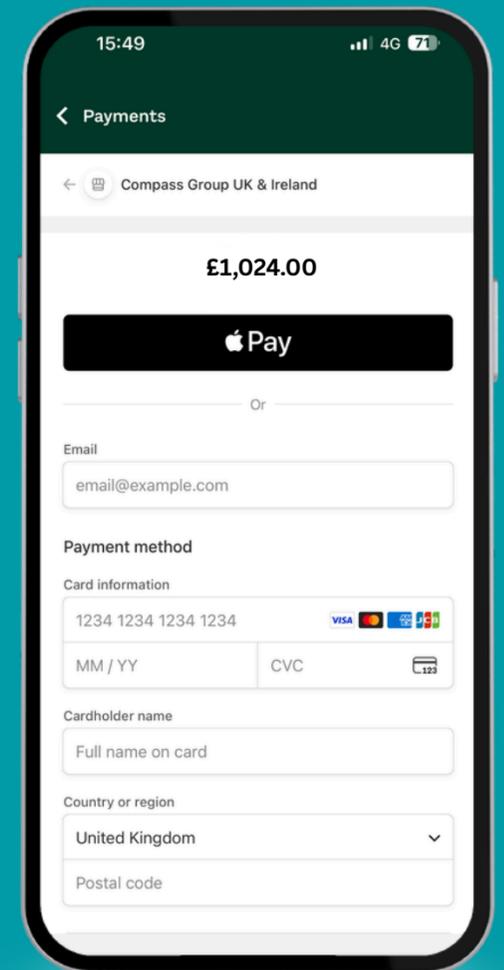
4

Once in Cart enter:
• Your Student Email
• Your Student ID
• Your Phone Number
And press 'Proceed'



5

Select your chosen Payment method and click 'Place Order'



6

Enter Payment details and click 'Pay'

HOW TO ORDER A NORTHUMBRIA FOOD WALLET PACKAGE

Payments can be made by yourself, or gifted by loved ones.

Top up your Time2Eat wallet for your preferred Brunel Food Wallet Package.

Brunel Food Wallet Options:

- **Taster Package:** Pay £50, and get a free £5 bonus.
- **Essential Package:** Pay £126, and get a free £14 bonus. Recommended for 4 weeks. *
- **Semester Pass:** Pay £357, and get a free £63 bonus. Recommended for 12 weeks *
- **Gourmet Pass:** Pay £840, and get a free £210 bonus. Recommended for the entire academic year. *

Email stephanie.fairless@compass-group.co.uk to let us know that you've paid for a Northumbria Food Wallet package, and we'll respond letting you know that we've topped up your account to include your bonus.



Chicken Katsu Rice Bowl served in Habita

- Depending on spend volume and frequency

FAQ

“How do I pay for my Northumbria Food Wallet?”

Pay for your Northumbria Food Wallet using the Time2Eat App which you can download from the App store or Google Play store.

“What period does my Northumbria Food Wallet cover?”

It covers the entire academic year up until July 31st. The credit gives you the freedom to treat yourself to a wide range of hot meals, snacks and drinks through the Time2Eat app.

“When will my credit be uploaded?”

All credit purchased by 1pm on a Friday will be uploaded and accessible the Monday after the day of purchase.

“Where can I eat on campus with my credit?”

City Campus: Habita (our on-site restaurant), Cafe Central and CCE Starbucks

Coach Lane Campus: Communita & Foragers Pod.

You can also use your credit to have your food delivered anywhere on campus, including campus accommodation.

“Can I speak to a member of staff for help with my Brunel Food Wallet?”

We encourage everybody to come and see us at any of the participating outlets if they've got any worries or concerns about diet or if they want to raise any dietary requirements or allergens that they want to look at and we will help them navigate the system. You can also email stephanie.fairless@compass-group.co.uk with any queries about your credit package.

“Is all the food healthy?”

Our menus are designed to be well-balanced, ensuring you can find the nutrition you need when dining at our venues. However, we have a variety of options to suit all tastes and diets.

“What types of food can people expect?”

We offer a broad selection of cuisines that cater to different dietary needs. We have a lot of nutritious vegetarian, vegan, meat and halal friendly options as well as gluten free alternatives. We also try to incorporate food from various cultures, providing a diverse and varied dining experience.



TERMS & CONDITIONS

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1. **Eligibility.** Participation in the Northumbria Food Wallet is limited to current students at Northumbria University Newcastle.
 2. **Your Right of Cancellation.** You may cancel your Northumbria Food Wallet within 48 hours of purchase by contacting us at stephanie.fairless@compass-group.co.uk. After this period, your account will be credited and no further cancellations will be accepted.
 3. **Cancellations.** After the 48 hour period, changes will only be made if the University terminates the service or if you withdraw from your studies at the University. In the event of serious injury or illness, termination of an accommodation contract, or other exceptional circumstances, a refund may be given at the sole discretion of Chartwells.
 4. **Changes to Northumbria Food Wallet during Academic Year.** We will not substantially change the operation of the Northumbria Food Wallet within the academic year covered by these Terms & Conditions, except in exceptional circumstances. Reasonable steps will always be taken to provide the service as described.
 5. **Alcohol.** You cannot purchase alcohol with the Northumbria Food Wallet.
 6. **Personal Use Only.** The Northumbria Food Wallet is non-transferable and may only be used by the individual to whom it is issued. You must not share access with another person. ID must be provided on request of a member of University catering staff.
 7. **Credit.** Your Northumbria Food Wallet provides the amount you credit it, plus the amount added as a bonus by Chartwells. All credit purchased by 1pm on a Friday will be uploaded and accessible the Monday after the day of purchase.
 8. **Spending Credits** - You are responsible for maintaining your budget and spending your credit accordingly. Chartwells takes no responsibility if you choose to spend all your credit in a shorter period than the package purchased.
 9. **Unused Credit.** Any unused balance rolls over to the following day and is accumulated until the 31st of July.
 10. **Term Ending.** The Northumbria Food Wallet ends on 31st of July. You will receive a reminder to use your credit before it disappears on the 31st of July.
 11. **Partial Payments.** Northumbria Food Wallet credit may be used as part payment. Any remaining balance must be paid using a debit or credit card.
 12. **Term time and out of term.** The Northumbria Food Wallet is valid during term time and out of term time as long as the catering units are open. The Northumbria Food Wallet can be used during the working week (Monday to Friday) and during the weekends at the available open outlets.
 13. **Where to use the Northumbria Food Wallet.** Meals can only be purchased from Habita. Meals are available subject to open times. Please check opening and closing times on the website. Snacks & light options available at Cafe Central, CCE Starbucks, Communita & Foragers Pod.
 14. **Where you can not use the Northumbria Food Wallet.** The Northumbria Food Wallet can not be used in Subway, Shop Central, The Corner or Foragers Restaurant.
 15. **Problems with the Northumbria Food Wallet.** If you are encounter any issues with the Northumbria Food Wallet please contact stephanie.fairless@compass-group.co.uk