



GUIDE TO UPAY

Why do I need UPAY?

You will need a UPAY account to be able to book for college events such as Formal Hall, Matriculation Dinner, College Feast etc. You will also be able to view any transactions from our Cafeteria or Social Hub via your UPAY account.

How do I sign up?

When you enrol to college, the IT department automatically sign you up for an account so you do not need to register yourself. To access your account, please 'Log in' using your college email address as your username. You should have been sent a password directly from UPAY when your account was registered, however if you have not received this please click on 'forgotten password' which will generate a password reset link to be sent to your email. Once you receive this, you should be able to reset your password and access your account.

What is my affiliate ID?

You do not need an affiliate ID as you have already been registered for an account, please follow the instructions from the previous question to log in.

I haven't received a password, what should I do?

Don't panic! If you haven't received a password, then click on the 'forgotten password' link and this will generate a password reset email to be sent to you. Remember your UPAY account has been set up with your college email address.

I can't access my account, what should I do?

If you are having problems accessing your UPAY account please contact catering directly via email- catering@girton.cam.ac.uk

How can I let you know my dietary requirements or allergies?

When booking for events, you will be able to select your meal choice 'Meat', 'Pescatarian', 'Vegetarian' or 'Vegan' - the menu will be available to view. After you have selected your meal choice, on the next page there is a free type 'Comments Box' please insert any dietary requirements into this box so we are aware of your dietary requirements and the catering team can prepare a meal that is suitable for you. If you are booking for guests, don't forget to include their names and dietary requirements as well.

What events will I be able to book on UPAY?

UPAY is mainly used for weekly Formal Hall bookings but you will also be able to book for your Matriculation Dinner, College Feast and other college events throughout your time here at Girton.

What should I do if I don't receive a booking confirmation email for an event?

Always make sure that you have received a booking confirmation for any event that you book via UPAY at the time of booking. Without this booking confirmation your booking may not have been successfully placed. Always check your junk file in case the email has gone there. If you have not received an email confirming your booking then contact catering@girton.cam.ac.uk although we cannot guarantee we will be able to offer you a place if booking is sold out.

Can I cancel my booking?

You can cancel your booking via UPAY whilst booking is still open. Booking deadlines will vary depending on the event that you are booking for. If booking has closed via UPAY, please email catering@girton.cam.ac.uk to cancel your booking, although you may not be eligible for a refund.

Is there an option for a refund?

Yes, if you cancel your booking while booking is still open, your account will be automatically refunded via UPAY. Unfortunately, if booking has closed, we are unable to offer a refund.

Can I edit my booking?

Yes, absolutely! Bookings will need to be updated before booking closes so please refer to the booking deadline for the specific event. To edit your booking go 'Events' and then 'View active bookings' - if you click on the event you will see the option to 'edit'. You can go through the booking stages and update your booking.

When does booking for events open and close on UPAY?

Formal Hall bookings open one week before at 8am, and close 2 days before at 12noon.

Opening and closing times for other events may vary, but booking information will be sent out with invitations for the events.

How do I pay for tickets for events?

Your UPAY account is linked to your college bill in the same way that you pay for any purchases via the main cafeteria or social hub. You have a £500 credit on your account. You will then be sent out a bill at the end of each term.

Can I book guest tickets?

You can book up to 2 guest tickets via UPAY for most Formal Halls. Please note that guests must be booked as guest tickets, not student tickets, as the prices are different. However events such as Matriculation Dinner and College Feast are for Girton students only, with no guests permitted.

Can I book a group booking through UPAY?

No, UPAY only allows up to 2 guest tickets per student once guests are allowed. For more than 2 guest tickets, a group booking request is required and must be arranged by contacting us via email - catering@girton.cam.ac.uk

Is there a waiting list for sold-out events?

There is no waiting list for events booked via UPAY. However, if someone cancels their booking while the event is still open for bookings, their tickets are automatically re-released on UPAY. It's worth checking the system regularly in case tickets become available.

Can I sell or transfer my ticket purchased through UPAY?

No, it is against the rules to sell or transfer tickets purchased through UPAY to another student. If you are no longer able to attend, you may cancel your booking before the booking closes, and you will be eligible for a refund. If the event booking has already closed, you can still cancel, but unfortunately, a refund cannot be issued.

Can I purchase a ticket for or on behalf of another student?

Unfortunately, each student must use their own UPAY account to purchase tickets, in accordance with college rules.

How do I top up my UPAY account?

You can top up your UPAY account at the Porters' Lodge or via the UPAY website/app.

Do I need to bring my booking confirmation email to the event?

You do not need to bring your booking confirmation email. Please bring your University Card for entry, as it will be required for admission.