



## Mates Rates FAQs

### Q. What is the Mates Rates membership program?

A. The Mates Rates membership program is a new student discount program launched by the UQ Union providing you savings all year long on food and beverages from UQU operated outlets.

### Q. How much does it cost to join the Mates Rates membership program?

A. The membership is **FREE** to all UQ students.

### Q. What kind of discounts do I get as a member?

A. You will receive a 10% discount across all UQU outlets on all food and drinks. The 10% discount is not valid with any other existing UQU Outlets promotions and ***excludes alcohol, second hand textbooks and Schonell catering and functions.***

You will also get 25% off ticketed price at the Food-Co-op and the Op-Shop.

From time to time, we may introduce Mates Rates member's only specials/offers.

Please note, the 10% discount is for personal use only, it is not valid for large/group bookings. For further details please review our Terms and Conditions found on [www.uqu.com.au/mates-rates](http://www.uqu.com.au/mates-rates).

### Q. Which outlets are the UQU Outlets?

A. The Redroom, Lolly Shop, Pizza Café, Espresso, Bakery On a Roll, Darwins and Main Course are all the UQU Outlets where the Mates Rates digital card is accepted.

### Q. How do I activate my Mates Rates membership?

A. You will receive an email with an username and a default password. It will be sent to your student email so you can complete your profile to be able to download your digital Mates Rates card.

Activating your **FREE** Mates Rates membership account:

1. Click **'Login to Mates Rates'** link above (due to high volumes there may be a short delay in the page loading)
2. Enter **your student number** in the **Student ID section** for example 12345678
3. Enter **your student email** in the following format in the **Password section** for example s1234567@student.uq.edu.au
4. Click on **'Menu'**
5. Click **'Edit Profile'** and complete all fields
6. Once your profile is complete, click **Update profile**
7. A blue link (for mobiles) or a QR code (for other devices) will be displayed at the top of the page to download your digital card.



\*\*If you are using iOS (Apple I-Phone/device) you must use Safari browser to log in and download your card to your apple wallet app

\*\*If you are using an Android phone you can download your digital card to the Google Wallet app or alternatively take a screen shot of the card including the barcode

**Q. How do I download the digital Mates Rates card?**

Once you complete your profile, you will be able to download the digital card and add it to your digital wallet in your phone. Use the link if activating your membership by mobile phone or the QR code if activating your membership on a desktop.

**Q. Where do I get more information on how to activate my Mates Rates membership?**

A. For more details visit [www.uqu.com.au/mates-rates](http://www.uqu.com.au/mates-rates) or scan the Mates Rates QR Code on signage throughout the campus.

**Q. I've activated my Mates Rates membership online can I collect my card @ UQU Reception?**

A. No, you will receive an email with login details to activate and complete your profile so you are able to download a digital card which you can then add to your digital wallet in your phone.

**Q. I've tried to activate my Mates Rates membership online, but my profile was not verified or updated?**

A. If you could not activate your Mates Rates membership online, please provide your full name and UQ student ID, email to [mates.rates@uqu.com.au](mailto:mates.rates@uqu.com.au) or visit UQU reception where we will verify your UQ student number in our system.

**Q. What if I am not a UQ student, can I still join?**

A. No, this is a student only membership program, you must be currently enrolled in a UQ Degree program.

**Q. When does the membership expire?**

A. The membership expires once you cease your enrolment at UQ or you graduate from UQ or if you do not use your digital card within a 6-month period.

After this period, you can reactivate your card by visiting UQU reception and providing your Student ID card for verification.