



Kellogg College
University of Oxford

How to obtain a refund of your Upay balance and close your account

Kellogg members can close their Upay account anytime they wish and get a full refund. This can be done via your Kellogg Upay account. Please follow the steps below:

- Sign in to your Upay account
- Go to 'Account Management' and click on 'Close account'
- The following page will give you information about how much time it will take, what the process is, etc.
- Click 'Confirm'
- This will take you to the page where you can put in your card information – the card account to which you want the refund amount transferred
- When you confirm this, Upay will activate the transfer

This process will also close your College Upay account.

If you wish to re-activate your account, please email hospitality@kellogg.ox.ac.uk

If your status is changing to 'Alumni'

'Student' status changes to 'Alumni' after the 'expected end date' registered on the student record (exceptions apply).

Your student status on Upay will be made inactive after the expected end date. If you wish to continue to book College events or pay for College meals with your Upay account, please email hospitality@kellogg.ox.ac.uk. We will change your status to 'Alumni' and re-activate your account.