# Cancellation Policy

**Last updated:** 11 November 2026

This policy explains how an order on UniDash can end before it is collected. It applies to every order placed in the UniDash student app, whether paid by card or with UniDash credit. How money comes back, where it does, is set out in the Refunds Policy.

## 1. Cancelling your order

For 10 seconds after you place an order, you can cancel it from the screen that opens straight after, where a countdown shows the time left. After that, the order is sent to the restaurant and **can no longer be cancelled in the app**, except when the restaurant asks you to choose a replacement for an unavailable item (section 2). Please check your items and pickup time before you pay.

## 2. Orders the restaurant cannot complete

Your order is cancelled and what you paid **comes back in full**, including the service fee, in the way set out in the Refunds Policy, when:

- the restaurant does not take up your order in time;
- an item you ordered is unavailable, and you choose to cancel the order or do not reply in time to the restaurant's request to choose a replacement. You are notified in the app and have a few minutes to reply.

If you accept a replacement item instead, your order continues as normal.

## 3. Orders that are not collected

When your order is ready, we notify you in the app. The restaurant holds a ready order for **60 minutes**. An order that has not been collected by then is closed as **not collected**. The food was prepared for you, so the payment for a not-collected order is **not returned**.

## 4. Opening hours and pickup times

- Orders can only be placed while the restaurant is open, for a pickup time before it closes.
- The pickup time you choose is the time the restaurant aims to have your order ready. It is an estimate, and busy periods can move it.
- An order already accepted by the restaurant is not cancelled because the restaurant closes afterwards.

## 5. Payments that do not go through

If a card payment is declined or you leave the payment screen before it completes, no order is placed and you are not charged. An unfinished card checkout is discarded automatically.

## 6. Changes

We post changes to this policy here, in English and Arabic, and update the date above. Each version carries its date and can be downloaded as a PDF from the top of this page; we keep every earlier version and send a copy on request to support@unidash.food.

## 7. Language

This policy is published in Arabic and English. If the two differ, the Arabic text prevails.

## Contact

Questions about an order or a payment: **support@unidash.food**. Please include your order number.

> **Operator:** Al Hujra Information Technology, Amman, Jordan (Companies Control Department registration no. 83622)