Terms & Conditions

Last updated: 11 November 2026

These terms apply when you use the UniDash student app to order food for pickup from participating cafeterias and restaurants. You accept them, together with the Refunds Policy and the Cancellation Policy, when you create an account. How we handle your personal data, and the separate consents we ask for, are in the Privacy Policy. If you work at a cafeteria and use the UniDash Staff app, section 12 is for you. A business that sells through UniDash does so under its merchant agreement and the UniDash Merchant Policies.

1. The service, and who sells you the food

- UniDash lets you order from a participating venue ahead of time and collect the order yourself at a pickup time you choose. UniDash does not deliver.
- **You buy the food from the venue**, which prepares it and is responsible for its preparation, quality and ingredients. The venue's name is shown on the menu, at checkout and on your order.
- **The venue is also the merchant for your card payment**: the charge is made to the venue through its payment provider, and appears on your statement under the venue's name or its provider's.
- **The service fee** shown at checkout is UniDash's fee for the service. The venue receives it with your payment on UniDash's behalf and pays it to UniDash.
- UniDash provides the app you order through and is operated by the company named at the end of these terms.

2. Your account

- You need an account to order, and you must be 18 or older. A student account requires a university email address and a student number; guest accounts, where offered, use any email address.
- Give accurate details and keep your password to yourself. You are responsible for orders placed from your account.
- One person, one student account.
- UniDash will never ask you for your password or a verification code, by email, phone or message. If someone does, do not share it and tell us at support@unidash.food.
- You can delete your account at any time in the app (Profile, Delete account, which opens unidash.food/delete) or directly at unidash.food/delete, except while one of your orders is in progress: once it has been collected or has ended, you can delete it.

3. Orders, prices and receipts

- Prices are shown in Jordanian dinars (JOD) in the app before you pay, together with any service fee. The total you confirm is the total you pay.
- An order is placed when the payment succeeds or your UniDash credit is charged.
- Each order is for the pickup time you choose. That time is the venue's estimate of when your order will be ready.
- If an item turns out to be unavailable, the venue may ask you in the app to choose a replacement or cancel. See the Cancellation Policy.
- Tell the venue about allergies or dietary needs before ordering. Order notes are passed on, but UniDash cannot guarantee how food is prepared. A note is a request: if it is not followed, that alone does not make the order refundable, but a missing or wrong item is handled as section 5 describes.
- **Price mistakes:** if a price shown in the app is clearly wrong (for example a typing error in a menu), we may cancel the order and return what you paid in full, or ask you to confirm the correct price before the order goes ahead.
- **Your receipt:** each order in the app shows the venue, the date, the items and their prices, the service fee and the total, and serves as your receipt. Ask the venue at pickup if you also need a printed one.

4. Payment and UniDash credit

- You can pay by card (Visa and Mastercard, and Apple Pay or Google Pay where offered) or with UniDash credit.
- Card payments are processed securely by Mastercard Payment Gateway Services. UniDash never sees or stores your full card number. You can save a card for reuse and remove it at any time.
- Card payments may require verification by your bank (3-D Secure).
- **UniDash credit** comes only from your orders (a cheaper replacement item, an unavailable item removed from your order, the return of a payment you made with UniDash credit, or a card payment that could not be returned to your card). It can be used for UniDash orders only. It cannot be bought, topped up, transferred to anyone or exchanged for cash, and it does not expire while your account exists. Credit that came from a card payment can go back to that card at your request, as section 2 of the Refunds Policy describes. If you delete your account, any credit left is lost; the app shows the exact amount before you confirm.
- Credit that came from an order is removed if that order's payment is later returned to you, so the same amount is never returned twice; if you have already spent some of it, only what is left is removed and nothing is charged to you. Credit given in error, or obtained by misusing the service, may also be removed.

5. Collecting your order, and problems with it

- Collect your order from the venue using your order number. A ready order is held for 60 minutes and then closed as not collected, without a refund.
- Check your order at the counter. If an item is missing or wrong, tell the venue's staff before you leave, or write to support@unidash.food the same day with your order number and, if you can, a photo.
- When the venue confirms a missing or wrong item, it either gives you the right item or returns that item's price to you, as the Refunds Policy describes. A complaint about the quality of the food is handled in the same way.

6. Fair use

Do not misuse the service: no fake accounts, automated ordering, repeated ordering without collecting, or attempts to interfere with payments or other users. Do not copy, scrape or reverse engineer the app, or use it for anything other than your own orders. The app and its content belong to UniDash, and menus, names and photos to the venues they show. We may limit or close an account that breaks these terms.

7. Liability

We work to keep UniDash available and accurate, but the app may occasionally be unavailable. To the extent Jordanian law allows, UniDash is not liable for indirect losses, and our liability for any order is limited to the amount you paid for it. These limits do not apply to death or personal injury caused by negligence, or to fraud or gross negligence, and nothing in these terms limits rights you have under Jordanian consumer law. The venue that sells you the food is responsible for its preparation and safety.

8. Complaints

1. Write to **support@unidash.food** with your order number. We respond to a complaint within 5 working days and resolve it within 15 working days, and we involve the venue where the complaint is about the food.
2. Complaints about personal data follow section 7 of the Privacy Policy, and can be taken to the Personal Data Protection Unit at the Ministry of Digital Economy and Entrepreneurship.
3. You can also complain to the Consumer Protection Directorate at the Ministry of Industry, Trade and Supply, under the Consumer Protection Law No. 7 of 2017.

9. Changes

We may update these terms. We post changes on this page, in English and Arabic, and update the date above; for material changes we tell you in the app before they take effect. 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.

10. Governing law and language

These terms are governed by the laws of the Hashemite Kingdom of Jordan, and the courts of Amman have jurisdiction. They are published in Arabic and English; if the two differ, the Arabic text prevails.

11. General

- **Events outside our control:** we are not responsible for a delay or failure caused by events we cannot reasonably control, such as a power, network or payment-system outage. Orders affected are handled under the Cancellation and Refunds Policies.
- **Transfer:** we may transfer these terms to a company that takes over the UniDash service. We tell you in the app before that happens, and your rights under these terms stay the same.
- **If part of these terms is invalid,** the rest still applies.
- **No waiver:** if we do not enforce a term at once, we can still enforce it later.

12. UniDash Staff

These points apply when you use the UniDash Staff app, which you accept on your first sign-in:

- The app is for people aged 18 or over who work at a cafeteria that uses UniDash. Your cafeteria's administrator creates your account and deletes it on the day you stop working there. Your work is for the cafeteria, not for UniDash.
- Keep your sign-in details to yourself and use the app only for your cafeteria's work. Tell your administrator or support@unidash.food straight away if your phone is lost or someone else may know your password.
- Use what you see about customers (their name, order and notes) only to prepare and hand over their order. Do not copy it, keep it outside the app, contact customers with it, or pass it to anyone.
- Your access ends when your administrator removes your account or your cafeteria stops using UniDash. How your data is handled, and how your account is deleted, are in the Privacy Policy.
- Sections 6 (reading your cafeteria's work for "your own orders"), 9, 10 and 11 apply to you too. Sections 1 to 5 and 8 are about ordering and do not.

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)