

FAQs: Queen Mary Café goes Disposable Cup Free from 17 September 2018

1. When will Queen Mary Café go disposable cup free?

From 17 September, when the Galley Cafe in Dreadnought opens. Remember if you don't have a reusable cup you can still get coffee in a disposable cup from the Galley Café or Stockwell Street Cafe.

2. Will you provide disposable cups during September to help people make this transition and those new to the University?

Only up until the 17th September when the new arrangements come into place.

3. Why is Queen Mary Café changing & going disposable cup free?

With our main catering facility moving to the Galley Cafe at Dreadnought, we made a decision on what to do with this cafe. We wanted to continue to provide a space for students and staff to meet, work and relax and saw this as a great opportunity to go disposable cup free.

Plastic waste is now a globally recognised problem yet every day over 7 million disposable cups are used in the UK, that's over 2.5 billion every year. We want to be a responsible organisation and lead on the creation of new societal norms through the provision of a catering outlet that enables our students and staff to lead by example and demonstrate what can be achieved.

4. How will Buy It, Bring It, Swap It work?

Buy a university branded cup for £2.95 and get your first hot drink for free.

Bring your cup back with you when visiting Queen Mary Café to buy your next hot drink and simply hand over your used cup and ask to

Swap it for a clean one with your order.

You'll be given a Swap Cup, the same type of reusable you handed in, though we can't guarantee the colour combination you'll get. The cup you returned will be cleaned in the café dishwasher later that day and will go back into circulation as Swap Cup.

5. Can I bring in my own cup?

Yes of course, please do. But you won't be able to swap your reusable cup for a clean university branded reusable cup.

6. Can I bring my own mug?

Yes of course, please do. But we won't be able to wash it for you.

7. I already have a University branded reusable cup, can I swap that when next visiting Queen Mary Café for a hot drink?

Absolutely. As long as it's a university branded cup we can swap it and wash it. Though please remember, we can't guarantee the colour of the cup you'll get in return therefore if you like your colour combo keep it clean and don't swap it.

8. Will you wash my reusable cup?

If it's a university branded cup and you don't mind which colour combo you have, then yes, we'll provide you with a clean cup, take your used reusable, wash it and put it back in circulation as a Swap Cup.

However, if it's your own personal cup, or a colour combo that you don't want to lose we won't be able to wash it for you.

9. Can you rinse my reusable cup?

We should be able to give your cup a quick rinse during quiet periods if you don't want to be part of Buy it, Bring it, Swap it. However please note that we will only be able to provide a quick rinse which won't clean your cup and we won't be able to provide rinses during busy periods.

10. Can I swap my cup at the end of the day so I don't have to carry home a dirty cup?

Yes of course, just bear in mind the closing times of the café.

11. Is the University profiting from this?

No we're not. All our reusable cups are sold at cost price and we're including your first hot drink for free, on us. Going disposable cup free also allows us to offer a bespoke tariff at Queen Mary Cafe, so all hot drinks will be cheaper than the High Street as we've excluded the cost of the disposable cup, lid and sleeve.

12. What should I do if I don't have a reusable cup when on Greenwich campus?

Don't worry, our other catering outlets on the Greenwich campus will still be providing disposable cups.

You'll have one of two options.

1. Visit The Galley Cafe at Dreadnought or Stockwell Street Cafe to get your coffee in a disposable or
2. Buy a reusable cup for as little as £2.95 and get a free coffee; and remember to just bring it back with you when you need it cleaned and we'll swap it for a clean cup.

13. What if I have visitors that won't need / won't want to buy a reusable?

If you're having a meeting over coffee, then you can drink in Queen Mary Café using a china cup. However, if you want to take your drink away you'll need to bring a reusable cup. Let your visitors know in advance so they can bring their own reusable cup or consider getting some visitor cups in for your team so they can be used for meetings & guests; then you can swap them at the end of the day for clean cups ready for next time.

Don't forget, our other catering outlets on Greenwich campus will still provide disposable cups.

14. Are we removing disposable cups from other outlets?

We are piloting this approach in Queen Mary Cafe to see how students and staff respond - if it's positive it could be considered elsewhere.

15. Can I swap my cup at other catering outlets in Greenwich?

No not yet. If the Buy it, Bring it, Swap it programme is successful it's likely we will roll this out to other outlets, however for now, this scheme only applies to Queen Mary Café on the Greenwich campus.

