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. Where do I register for Mates Rates?

You need to register your details at wwww.uqu.com.au/mates-rates or via the Mates Rates QR Code on signage throughout the campus.

Q. I've signed up online can I collect my card @ UQU Reception?

A. No, you will receive a link via email to register and complete your profile to download a digital card which you can add to your digital wallet in your phone.

Q. I've tried to sign up online, but my registration was not verified?

A. If you could not sign up online, please come to UQU reception where we will verify your UQ student number in our system. Once it is verified you can register and you will then be issued with a link to register and download the digital card and add to your digital wallet in your phone.

Q. How much does it costs to join Mates Rates membership program?

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, excluding alcohol. The 10% discount is not valid with any other existing UQU Outlets promotions.

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 out Terms and Conditions by clicking here.

Q. Which outlets are the UQU Outlets?

The UQU outlets includes the Redroom, Lolly Shop, Secondhand Bookstore, Pizza Café, Pantry 63, Bakery On a Roll, Darwins and Main Course.

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

A. No, this is a student only membership 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.