

# Friendlier Containers

Version 17

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## Friendlier at Seneca: An Overview

To ensure our Friendlier reusable container program at Seneca Polytechnic runs smoothly and that we get the most out of each container, a refundable 50-cent deposit is applied at the point of purchase to all containers used in Seneca's cafeterias.

Your participation helps us reduce waste and promote sustainability on campus.



*Friendlier at Seneca: Usage statistics as of March 2026*

## How to return your Friendlier reusable container

Returning a Friendlier reusable container is easy, the process is outlined in the following steps. You can also watch the short video:

- 1. Create your Friendlier account:** Among other functions, an account enables you to track your returns and deposits. You can set one up through the Friendlier mobile app (available for [iOS](#) and [Android](#)), or by using the [Friendlier web portal](#).
- 2. Dine and scan:** Once your account is set up, enjoy your meal and then scan your Friendlier container by using one of two methods:
  - **App:** Scan the QR code on the bottom or side of the container using the mobile app
  - **Web:** Visit [app.friendlier.ca](http://app.friendlier.ca) using your web browser and enter the alphanumeric code manually

3. **Friendlier container ⇒ Friendlier bin:** Once you have scanned your container, empty and place it in one of the designated, marked Friendlier return bins located on campus for proper collection.

Leaving them in regular recycling or garbage bins would prevent them from being collected properly, which in turn would prevent your deposit from being returned to you.

4. **Get your deposit back:** After your container has been successfully processed, you can choose to either get your deposit back through e-transfer, or donate your deposit to one of the many great causes — local and national — accessible through Friendlier.



## Friendlier bins locations

Available at select locations throughout Seneca's campuses, the Friendlier reusable containers and lids can be returned to a Friendlier sorting bin at:

### King Campus

- Cafeteria, Garriock Hall
- Near Room GH1154, Garriock Hall
- In front of Room GH2159, Garriock Hall
- Connection Café, Garriock Hall
- Lobby, Residence
- Magna Hall entrance, near Room MH1012
- Near Room MH2011, Magna Hall
- In front of Room MH3004, Magna Hall



### Newnham Campus

- Outside Room A3513, Building A
- Near Room A3058, Building A
- Level 2, Building A
- Near The Sandbox Studio (Room B2081), Building B
- Room B4075, Building B
- Vestibule leading to the bus stop on Level 2, Building C

- Flint and Feather (Room D1025), Building D
- Outside of Room D2000, Building D
- The Pond (Newnham's Cafeteria), Building D
- Near Room E2402, Building E
- Near Room K1282, Building K
- Next to the study space, K2280, Building K
- Near Room K3160, Building K
- Willy T's, Room K3201, Building K
- Employee lounge kitchens on levels 4 and 5, Building K
- Newnham Campus Residence

### **Seneca@York Campus**

- Cafeteria, Stephan E. Quinlan Building
- Outside Room 1037, Stephan E. Quinlan Building
- Near the Computing Commons
- In front of the Student Lounge (Room S2127)
- In front of the Biological Laboratory (Room S3067)

**Please empty all containers before disposing.**

## **Frequently Asked Questions**

**Q: What if I don't have a Friendlier account before purchasing food?**

**A:** You can create a Friendlier account at any time before returning your container. You can also enter your name and email address on the website when returning the container, at [app.friendlier.ca](http://app.friendlier.ca)

**Q: What if I can't install the Friendlier app or don't have a smartphone?**

**A:** You can still return your container by entering your name and email address on the Friendlier website, along with the alphanumeric code found on the container.

**Q: How does the process work for employees, contractors and guests who purchase food on campus?**

**A:** All users, including employees, contractors and guests, will have the same experience.

**Q: How long does it take for me to receive my deposit?**

**A:** It typically takes 1-2 weeks after scanning and returning your container for your deposit to appear in your account. If it has been more than 3 weeks, contact the Friendlier team at [info@friendlier.com](mailto:info@friendlier.com).

**Q: What if I still have questions, who should I get in touch with?**

**A:** For questions about the Friendlier program at Seneca, please contact [sustainability@senecapolytechnic.ca](mailto:sustainability@senecapolytechnic.ca).