

LIVERPOOL HOPE UNIVERSITY CASHLESS CARD
TERMS AND CONDITIONS

1. Opening An Account

- 1.1 An account can be opened by contacting you Conference or Event planner, conferences@hope.ac.uk or 0151 291 3229, or in person at the conferencing office.
- 1.2 To open an account an agreed card balance will be loaded to your card(s)
- 1.3 An agreed end date for the card(s) will be set by agreement with yourselves.

2. Settling of account

- 2.1 Once the event has ended all used credits will be charged to the event invoice.
- 2.2 Payment of all invoices is detailed in the terms and conditions of your conference booking.
- 2.3 Unused credit will be removed from the account and not charged for.

3. Card Ownership

- 3.1 The Card remains the property of Liverpool Hope University at all times

4. Communication (regarding the account)

- 4.1 Communication with card holders, will be via the email address given at the time of registration for LHU Staff and Students this should be your Hope email address ending in @hope.ac.uk
- 4.2 It is the obligation of the registered account holder to inform us of any changes to their contact details, Notification of changes should be sent to catering@hope.ac.uk

5. Availability of Use

- 5.1 The Liverpool Hope University Hospitality card is accepted in the following outlets; FML Food Court, FML Starbucks, FML Shop, Our Place Restaurant, Our Place Bar, Eden Café, Eden Bar, Café 1846, University Varsity Store & all Vine Operations*
- 5.2 * To enable Vine usage the card holder must update their date of birth with the card supplier.
- 5.3 Restrictions can be added to the availability of alcohol transactions via the card at the customer's request, please contact catering@hope.ac.uk to arrange this
- 5.4 Capstone Theatre bars do not have epos terminals to allow transactions to take place and as such The Capstone Bars **do not** accept hospitality card payments

6. Termination/ Suspension of the scheme

- 6.1 The Hospitality card end date will be set as per the agreed booking,
- 6.2 The University reserves the right to terminate or suspend operation of the card scheme for any reason at any time
 - 7.2.1 Registered account holders will receive a full refund of unspent amounts in the event of termination or suspension of the scheme.

7. Inactive Accounts

- 7.1 Any Cashless card account found to be inactive for a period of 12 months or more will be closed, refunds will not be available after 12 months or more of inactivity

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8. Lost / Stolen Cards (including potential fraud and damaged cards)

- 8.1 Once the Card has been issued, the account holder is responsible for the card and the funds held on the account, unless and until the card is returned to the University or is reported lost or stolen
- 8.2 Account holders cannot loan their card for use by another person, cards are issued for the sole use by the registered account holder
- 8.3 Anyone discovered attempting to defraud the Cashless Card scheme will be subject to the client company and/or reported to the police
- 8.4 Account holders cannot transfer money from their account into another card holders account
- 8.5 The University reserves the right to retain the Cashless card at any time and in its absolute discretion
- 8.6 During all transactions using a Cashless card the card holders name is displayed on the till to the till operator, it is expected that the card holder would be able to confirm their identity if asked by the operator, acceptable identification to do this would be a LHU ID card or (for external to the University guests) a driving licence or passport
- 8.7 In the event of an account holder losing their card they must as soon as reasonably possible report this loss to the catering office either by calling in person or emailing catering@hope.ac.uk
- 8.8 Once the loss has been reported the account holder will not be liable for any subsequent transactions
- 8.9 The account holder will be able to collect a replacement card from the catering office upon presenting suitable ID such as a LHU ID card, passport or driving licence
 - 8.9.1 During office hours of 8.30am-4.30pm Monday to Friday a new card will be issued the same day, losses of a weekend will be replaced on a Monday morning
 - 8.9.2 The value of any unused credit on the old card will be transferred to the new card.
- 8.10 There is a £5.00 charge for the issue of a replacement lost card**
 - 8.10.1 The charge will not apply where the card has been stolen and a crime number has been obtained.

Data Protection

- 12.1 Liverpool Hope University undertakes to meet the conditions of the Data Protection Act 2018 when collecting personal data. The data collected will only be used for the purposes of the Cashless Card Scheme and will not be disclosed to any unauthorised person or organisation