

LIVERPOOL HOPE UNIVERSITY CASHLESS CARD
TERMS AND CONDITIONS

1. Opening An Account

- 1.1 An account can be opened by contacting the catering office, catering@hope.ac.uk or 0151 291 3596, or in person at the catering office within the FML Food Court.
- 1.2 To open an account an initial first payment of £20 payable by cash, card, cheque or cost centre is required

2. Online Payments

- 2.1 Payments onto the Cashless Card can be made via the Liverpool Hope University Online Store <https://store.hope.ac.uk/product-catalogue/student-services/catering>
- 2.2 Use of the Online store payment system is governed by the applicable terms and conditions of the store

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. Topping Up/ Adding Credit

- 6.1 Account Holders and third parties may top up a hospitality card by calling into the catering office (located in the FML Food Court) or via the online store <http://www.hope.ac.uk/gateway/students/hopeonlinestore/>
- 6.2 Cash payments are accepted via the catering office only
- 6.3 Credit & Debit Card payments are accepted for all cards
- 6.4 Cards can be topped up using LHU Cost Centres
- 6.5 Budget Holder's written approval will be necessary to top up using a LHU cost centre code

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6.6 Cards topped up using cost codes will require a £5.00 per card deposit to be paid via cost code for each time a new card is issued

6.7 £5.00 Deposit per card will be refunded upon return of cards issued

6.8 Card Holders should allow up to 24 hours for funds to clear

6.9 The minimum top up will be £20.00, there is no maximum

7. Termination/ Suspension of the scheme

7.1 The Hospitality card has no scheduled end date but will be reviewed by Liverpool Hope Catering Department annually

7.2 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.

8. Withdrawal from the scheme/ Account Closure

8.1 Account holders may withdraw from the scheme at any time by contacting the catering office catering@hope.ac.uk

8.2 On withdrawal from the scheme, account holders must specify whether they require a refund. If a refund is not specified we will assume that the account holder will spend any remaining funds on their card to reach a zero balance

8.3 Refunds from unspent balances will not be provided automatically in the event of the account holder leaving the University. The account holder must request to be withdrawn from the scheme to obtain a refund

8.4 The minimum refund amount is set at £5.00

8.5 All requests for refunds must be received within the same University financial year as the card was topped up.

9. Inactive Accounts

9.1 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

10. Refunds

10.1 LHU will use all reasonable endeavours to return all unspent funds on accounts to account holders within 28 days of written withdrawal from the Cashless Card Scheme

10.2 The method of refund will be based on how the last payment to the account was made, credit / debit card payments made online will be refunded to the original credit / debit card

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

11.1 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

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- 11.2 Account holders cannot loan their card for use by another person, cards are issued for the sole use by the registered account holder
- 11.3 Anyone discovered attempting to defraud the Cashless Card scheme will be subject to University staff or student disciplinary procedures and/or reported to the police
- 11.4 Account holders cannot transfer money from their account into another card holders account
- 11.5 The University reserves the right to retain the Cashless card at any time and in its absolute discretion
- 11.6 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
- 11.7 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
- 11.8 Once the loss has been reported the account holder will not be liable for any subsequent transactions
- 11.9 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
 - 11.9.1 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
 - 11.9.2 The value of any unused credit on the old card will be transferred to the new card.
- 11.10 There is a £5.00 charge for the issue of a replacement card
 - 11.10.1 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