



UPEI Campus Card Terms and Conditions

The University of Prince Edward Island (UPEI) Campus Card Identification card, (hereafter referred to as the “Campus Card”) is governed by these terms and conditions and UPEI’s policies, procedures and regulations. Read the terms and conditions carefully as they contain binding obligations between you and UPEI (the “**University**”). The use of the words “**YOU**” and “**YOUR**” refer to the person to whom the card was issued and named on the Campus Card.

By obtaining a Campus Card, depositing funds into your Campus Card accounts or by using Campus Card associated services, you agree to and accept all of these terms and conditions. The terms and conditions are subject to change from time to time and without notice. Future changes will apply to all Campus Cards in circulation, and will supersede the previous terms and conditions in effect at the time you acquired your Campus Card. Be sure to review the terms and conditions regularly.

1. Use and Ownership

The Campus Card and the photo are the property of the University. They are used by University departments, services and staff to identify you as a UPEI student or UPEI employee, and provide you with access to various services. You must present your Campus Card upon request by a University official or its service providers. The Campus Card is entrusted to you so that you may have access to the multitude of services available to you with the card.

The name printed on the card is your official name as recorded in the University’s database. You are the only person entitled to use your card. The Campus Card is non-transferable. You may not use your Campus Card for any illegal, improper or unlawful purpose - for example, presenting your Campus Card as evidence of being a student at the University while not registered as a student. Using another student’s Campus Card, or altering, falsifying or selling a Campus Card is prohibited and subject to sanctions, and may also be subject to civil or criminal proceedings.

You may use your Campus Card as a debit card where accepted by University service providers, provided funds are available in your Campus Card account. The Campus Card functions under the principle of a declining balance where purchases made with the Campus Card will be deducted from your Campus Card account balance. The purchase of **alcohol, cigarettes or lottery tickets** is prohibited. The Campus Card does not provide credit. Cash-back transactions are not permitted.

The Campus Card has two types of accounts: a *General Account* and a *Food Service Meal Plan Account*. If you purchase a meal plan, your meal plan funds are applied to the Food Service Meal Plan portion of your Campus Card account. All other funds in your Campus Card account (for transactions other than the purchase of a meal plan) are applied to the General Account portion of your Campus Card account. You can view your online Campus Card statement at any time by logging onto either your *General Account* or your *Food Service Meal Plan Account*.

You are responsible for the use of the Campus Card, including debits made as a result of misuse of your Campus Card. If you have problems with anything you purchase using your Campus Card, you must first try to settle the problem directly with the service provider. In some circumstances, the University may be able to provide assistance in resolving disputed or declined transactions. (See Section 5.)

Protect your card by storing it in a safe place - do not punch holes in it, apply stickers or make any other modifications to your card, as these actions may render it inoperative. If your campus card is not working properly, you will need to visit the Residence Services' office in Andrew Hall during regular business hours. If it is determined that your campus card is not working due to damage from improper use, there will be a \$20.00 replacement fee charged for a new card. A campus card will be replaced at no cost to you if it is determined by Residence Services' staff that the card is unusable due to a defect or normal use.

2. Security

You are responsible for safeguarding your Campus Card against loss or theft, for maintaining it in proper working condition, and for keeping your online account password confidential. The University will not ask you to divulge any of your access information. If you suspect another person knows your online password, go to the Residence Services' office in Andrew Hall between Monday-Friday (9:00am – 4:30pm), call the office at 902-566-0330, or send an email to: campuscard@upei.ca.

3. Lost or Stolen Campus Cards

If your Campus Card is lost or stolen, you must immediately deactivate it. You can do this online, in person or by calling the Residence Services office at 902-566-0330. A replacement fee of \$20.00 (taxes included) is charged for all replacement cards. Your account will be reactivated only after the replacement fee is paid, your student status has been verified, and a new Campus Card has been issued. There are no refunds for the card replacement fee if the lost card is subsequently found. If a card is found, it can be turned into Security Services located in the Central Utility Building (Campus Map Building #2) or the Residence Services' Office located in Andrew Hall (Campus Map Building #19). The Campus Map can be viewed at <http://upei.ca/about-upei/visit-the-campus>

You are responsible for all transactions until your Campus Card is reported lost or stolen. The University is not responsible for funds or services obtained using a lost or stolen card. You will not be responsible for unauthorized use, which means transaction occurring after you deactivate your Campus Card. Once a replacement Campus Card has been issued, your remaining cash balance will be available using your new Campus Card. After a Campus Card is deactivated, it can only be reactivated at the Campus Card office with proof of identification, and only if a

replacement card has not been issued. Once a new Campus Card is issued, any previous Campus Cards are permanently deactivated.

Should your Campus Card be found and returned to the University, the Residence Services' office will contact you.

4. Inactive Account

In the circumstance that you are no longer registered at the University or employed by the University, your campus card account will expire immediately upon notification to the Residence Services' office, or one year (12 consecutive months) from the date of issue, whichever occurs first. This expiration of your campus card account will render the campus card inactivate from any services associated with the campus card program.

In the event, you return to the University as a registered student, community user or employee, your original campus card can be re-activated by visiting the Residence Services' office.

5. Charge Disputes

If you are not able to successfully resolve a purchase disagreement with a service provider, and you wish to dispute the charge deducted from your Campus Card account, you must notify the Residence Services' office in person within 10 business days of the date of the charge. You must provide the date, location, and amount of the transaction, along with any other supporting information that may help staff resolve your claim. Disputing a charge does not necessarily guarantee that the disputed charge will be credited to your Campus Card account. Charge disputes are dealt with on a case-by-case basis.

6. Currency

All Campus Card account funds are in Canadian (CND) dollars. Cash amounts deposited in your card account must be in CND funds. All deposits made from a debit or credit card outside of Canada may not be equivalent to the exact amount deposited due to currency exchange rates.

7. Refusal to Accept or Honor a Campus Card as Payment

The University is not responsible for refusal by a Campus Card service provider to accept or honor your Campus Card for whatever reason, including:

- Insufficient funds in your account at the time of the purchase;
- Equipment normally used to process the transaction is not functioning;
- Temporary suspension or cancellation of your account due to a violation of these terms and conditions; or
- Card was reported lost or stolen.

8. Refunds

Money that has been added to your General Campus Card Account can only be refunded if you stop attending UPEI or your employment with UPEI has ended. If in April, you still have money on your card and want it refunded, you can make arrangements with the Accounting Office to refund your balance. A service fee of \$10.00 will apply.

Food Service Meal Plan Account

Funds associated with the Food Service Meal Plan Account, through the purchase of a residential meal plan (5-Day or 7-Day meal plan), and voluntary meal plans (80 meal plan, 50 meal plan, 25 meal plan) are non-refundable and non-transferable, as these funds are considered bonus value included within the purchased plan.

9. Residual Fund

General Account

A General account is considered inactive if it has no activity for one year (12 consecutive months), at which time the account will be de-activated and closed.

10. Confiscation of Campus Cards

A University employee or any Campus Card service provider may confiscate your Campus Card if you use it fraudulently, without authorization or for improper purposes. Once a Campus Card is confiscated, it will be sent to the Residence Services' office. A decision on sanctions will be made on a case-by-case basis. If your card is confiscated, you will be required to use another payment method to complete a transaction.

11. Offline Transactions

If the Campus Card transaction reader is operating in offline mode, a limited number of transactions may be accepted. In such cases, transactions will be processed on your Campus Card account once the reader is back online. You are responsible for all transactions made while the transaction reader is offline. If the declining balance on your card goes into a negative balance, you must bring the balance to zero by reloading your Campus Card before you can use the card again.

12. Collection and Use of Your Personal Information

Your personal information is intended to be used to verify your identity, to operate your Campus Card through payment card networks and for the purpose of and those consistent with providing the services associated with the Campus Card, administering University programs and activities and carrying out other University services and functions.

Without limiting the general interpretation of the previous sentence:

The name printed on the card is your official name as recorded in the University's database. Your digital photograph will be printed on the face of your Campus Card and will be stored in a confidential campus card database. Student photographs and enrolment information are

proprietary and are kept secure and confidential. Outside parties are not privileged to personal or account information unless express consent is granted, or the University is complying with security, legal or government agencies.

Questions regarding the collection and use of your personal information for the Campus Card should be addressed to the Residence Services' office.

13. Limitations on the University's Liability and Indemnity

The University is not liable to you for any loss, inconvenience to you or to others or for any damages (including special, indirect or consequential), or expenses of any kind that may result from the use or misuse of the Campus Card or if, for whatever reason, your Campus Card is not accepted, or you do not have sufficient funds in your account. You agree to indemnify, hold harmless and release the University from any and all claims for losses, damages, injury, fees, expenses, charges or debts made by any party against the University arising out of the use or misuse of the Campus Card, including any meal plan claims related to tax benefits and tax savings.

These terms and conditions are governed by the laws of the Prince Edward Island and where applicable in Canada.

Questions

If you have any questions about the Campus Card or the services offered, please contact the Residence Services' office at 902-566-0330, by email at campuscard@upei.ca, or in person at the Residence Services' office located in Andrew Hall.