

Campus Bracelet/ Card and Campus Accounts

Terms and Conditions for use:

Use and Ownership

The Campus Bracelet or Card is issued to you, as part of the items to which you are entitled as a member of the school community under the following terms and conditions of use. Please read all terms, as these constitute legal obligations between you and the school.

Although the card is the property of the school, it is entrusted to you for your convenience while enrolled at the school. No account should be accessed by anyone other than the intended cardholder. Only the registered Bracelet user or person whose ID is on the card is entitled to spend money from the account. Unauthorized use, alteration or duplication for fraudulent use warrants confiscation and/or disciplinary action.

There is an annual charge of \$30 per user. This cost is an annual administrative charge and absorbs all top-up fees for the 12 month period. The account will start with a negative balance (-\$30), which will be brought to \$0 once the \$30 Administrative fee has been paid.

Lost, Stolen or Expired Bracelets /Cards

The cardholder is responsible for maintaining a valid Campus Bracelet /Card, which is in proper working condition. A replacement fee of \$15 (taxes included) will be charged for lost, stolen, misplaced or abused Bracelets/ Cards. Reactivation of Campus Bracelet/ Card pre-paid debit function will be allowed only after the replacement fee is paid in full. Defective or heavy wear ID Bracelets or Cards may be replaced at the office's discretion at no charge when turning in your old ID Bracelet or Card.

If your Campus Card is lost or stolen, you must notify the Campus Card Office or Campus Security in order to permit its cancellation. Such notification via the following methods:

1. In person at the Campus Card office
2. Email to Kay Lee (Chef Manager) DCISCatering.SG.APAC@sodexo.com
3. stating the account ID and student or staff name

Until such notice has been received, you will be responsible for all use of your Campus Bracelet/ Card, whether or not such use is authorized by you. Upon issuance of a replacement Campus Bracelet / Card, your remaining cash balance will automatically be transferred. Once your old

Campus Bracelet/ Card is replaced due to theft or loss, it is de-activated and cannot be re-activated should you find it at a later date.

The cardholder is responsible for any transactions that may occur between the time that the Bracelet/ Card is lost/stolen and the time that the card is deactivated.

All Campus Bracelets / Cards have a built in expiry date of 5 years from issuance. Should you continue to attend the school after such date; a new ID will be issued at no cost. Should you at any time stop attending the school but return within 5 years, your card will not be valid.

The Campus Card is immediately invalid as soon as the cardholder ceases to be enrolled or work at the school.

Debit Function

Once activated, you may use your Campus Bracelet /Card as a debit card where accepted, provided funds are available in your account. The Campus Bracelet /Card is a debit card only and does not provide credit arrangements unless under special permission and circumstances.

You are responsible for use of the Campus Bracelet/ Card in accordance with instructions at each location where the Campus ID is accepted. Debits resulting from your failure to properly utilize the Campus ID are your responsibility as the cardholder. The school is not responsible for any loss, inconvenience or embarrassment to you or to others arising as a result of lack of funds in your account.

Online Function

By Initiating deposits on the account and transactions on the Campus Online portal you agree to abide by the terms and conditions of this agreement. The account holder is responsible for the security of the portal user name and password and must change it upon the 1st logon.

Refunds

The school will not debit your accounts other than in accordance with transactions authorized through the use of your Campus Bracelet/ Card, or as permitted under these terms.

No refunds will be given against the Campus Account balance until the end of the school year, unless a family withdraws early, without the express permission of the Campus Card Manager. Under no circumstances will a student be allowed to request a cash refund against funds on the account. Cancelled orders will be credited back to the account and the value may be applied against future orders.

In the event of credit card processing error such as a duplicated payment, please contact Sodexo and any over payment will be refunded via the credit card

Refunds on Campus Card accounts are subject to the restrictions applicable on those accounts. Refunds are given only to the cardholder parent or owner or in the case of Staff, directly to Staff accounts. A refund request form must be submitted to the Campus Card Office. Refunds may be reduced through the assessment of outstanding monies owed for other school services.

A \$10 processing fee will be deducted from the account balance prior to any refund. Refund cheques can either be picked up at the Campus Card office or mailed to your address; regardless of delivery method, all refunds take 7 to 10 business days to process.

If your Campus Bracelet /Card has no Stored Value and Credit transactional activity on it for a period of one (1) years, the school will deactivate it and any balance of funds shall become the property of the school for incurred administration costs.

Usage

The School and the Campus Card Office are not responsible for the refusal to accept or honor your Campus ID account by any of the participating establishments under, but not limited to, the following circumstances:

1. Your Bracelet or Card has not been activated by paying the \$30 registration fee.
2. There are insufficient funds in your account at the time the purchase is requested.
3. The equipment being used by the merchant or office initiating the transaction is not functioning correctly at the time the transaction is attempted.
4. Your account has been temporarily or permanently suspended due to violation(s) of this agreement.
5. Your Campus ID has been reported as lost/stolen.
6. The card is damaged or defaced. Do not punch holes in the card or subject the card to harsh environments that may damage the electronic chip inside the card.
7. The Bracelet /Card and card balance are non-transferable

Error Resolution Procedure

If you feel a charge has been transacted on your account which you did not authorize, you must notify the Campus Card Office as soon as such a non-authorized transaction is discovered. Include information on the date and amount of the transaction, as well as any other information that may

help the staff investigate your claim. You may request a printout of your account history. The account history is also available on the Campus Card web site.

Digital Photograph

For Staff, your digital photograph will be printed on the face of your Campus Card and will be stored in our database. When receiving a new card, you may choose to have a new picture taken or keep the existing picture, provided it is less than 3 years old and your appearance hasn't changed significantly. Any photograph older than 3 years old **must** be updated.

Changes to Terms

Futures changes in terms and conditions regulating use of this Bracelet /Card will apply to all IDs in circulation and use at that time and will supersede the terms and conditions in effect at the time the card was acquired. The school reserves the right to change any of the aforementioned policies without notice.

Privacy Policy

Your campus card account and your personal information are collected, used and disclosed only in compliance with the schools privacy policy.

Limitations on the schools Liability and Indemnity

The school 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 Bracelet /Card or if, for whatever reason, your Campus Bracelet /Card is not accepted or you do not have sufficient funds in your account. You agree to indemnify, hold harmless and release the school from any and all claims for losses, damages, injury, fees, expenses, charges or debts made by any party against the school arising out of the use or misuse of the Campus Bracelet/ Card and Campus Online account.