

Nottingham Trent University Smartcard Loyalty Scheme Terms and Conditions

These Terms and Conditions, together with the NTU Smartcard terms and conditions apply to the Nottingham Trent University Smartcard Loyalty Scheme (the "Scheme"). The Scheme is open to Nottingham Trent University ("NTU") students and employees only ("Member(s)"). The Scheme is an incentive scheme managed by NTU, whereby points are accumulated on a Member's NTU Smartcard for the purpose of redemption against future purchases in the below listed NTU Outlets.

Registration for the Scheme and use of the NTU Smartcard will constitute a Members' acceptance of these Terms and Conditions. These Terms and Conditions, as they appear on the NTU website, override any previous Terms and Conditions for the Scheme.

Registering for the Scheme

Existing NTU Smartcard holders will automatically be registered for the Scheme and may de-register for the Scheme by contacting Card Services.

New NTU Smartcard holders will be asked if they wish to register for the Scheme at the time of enrolment or later at Card Services.

Earning Points

Points may only be earned at the time of purchase at one of the below listed NTU Outlets, and only if a Members' NTU Smartcard is presented at the time of payment. Points cannot be retrospectively claimed after the time of purchase. Subject to a minimum spend of £1 in a single transaction, points will be earned at a rate of 2 (two) points for each **full** pound spent. Each point earned is worth the equivalent of 1 (one) pence. Should a purchased item be returned and a refund be made to a Member, points will be deducted at a rate of 2 (two) points for each **full** pound refunded.

In the event that a till is offline at the point of purchase, points may still be accrued. Where possible, and provided the till does not remain offline for more than 5 consecutive days, such accrued points will be added to a Member's account when the till is back online. Where a till is offline for more than 5 consecutive days it may not be possible to add points to a Member's account.

Redeeming Points

Points may only be redeemed at the time of purchase at one of the below listed NTU Outlets, and only where the Smartcard is presented at the time of payment. Points may be redeemed for part or full payment of purchases.

In the event that a till is offline at the point of purchase, points may not be redeemed.

Participating Outlets

A Member may earn or redeem points at the following NTU Outlets:

City Campus

- Café Newton
- Dine Arkwright
- Express Newton
- Café Bonington
- Café Chaucer
- Express Boots
- Cafe Goldsmith

Clifton Campus

- Cafe Darwin
- Barista (Clifton)
- The Refectory at Clifton

Brackenhurst Campus

- Dine at Brackenhurst

Leaving the Scheme

A Member will leave the Scheme:

- automatically if they are a student who is no longer enrolled at NTU; or
- automatically if they are an employee who is no longer employed by NTU; or
- voluntarily if they decide to leave the Scheme by contacting Card Services.

Upon leaving the Scheme all remaining points will be made void. Points cannot be transferred to another Member and cannot be exchanged for cash.

Lost cards

If a Member's NTU Smartcard is stolen, lost, damaged or otherwise unusable the Member must notify NTU as soon as reasonably practicable by contacting NTU Security on +44 (0)115 848 6462. On receipt of this notification NTU will invalidate the Smartcard at the earliest practicable opportunity.

NTU cannot prevent the unauthorised use of the card until the invalidation becomes effective but any transactions undertaken after the time of notification will be at NTU's risk.

Any points accumulated at the time of notification, will be transferred to a replacement NTU Smartcard. Where a Smartcard is damaged or unusable, the NTU Smartcard must be returned to NTU card services as soon as reasonably practicable.

Offers and Promotions

NTU may use statistical information from the Scheme to:

- manage and improve the Scheme; and
- to develop offers and promotions to Members.

NTU may periodically increase the amount of points to be earned on specific products or at specific times as part of its offers and promotions.

General

NTU will not share any personal information with third parties. NTU may use personal information to contact Members about the Scheme.

NTU reserves the right to:

- amend or terminate the Scheme and/or alter these Terms and Conditions at any time;
- withdraw or cancel points, and/or remove a Member from the Scheme where they abuse or misuse the Scheme or breach these Terms and Conditions.

All points accumulated are and will remain the property of NTU at all times.

The Scheme is for personal use only and must not be used for departmental or hospitality purchases.